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## FedEx Office Travel and Business Expense

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**Supersedes:** May, 2012

**Policy Owner:** Managing Director of Corporate Communications and Events

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### 1.0 Purpose

The FedEx Office (FXO) Travel and Business Expense policy is designed to establish standards for:

- Travel expenses
- Business expenses

### 2.0 Background

#### Definitions

- **Global Travel:**  
FedEx Office travel vendor responsible for providing travel-related and travel booking assistance
- **Cliqbook:**  
Global Travel's online tool
- **Stay:**  
A stay is defined as the entire visit. For example, both a one-day stay and a five-day consecutive stay are considered a stay. Reimbursement is handled through normal expense report submission procedures, provided a brief description of the circumstances is included.

### 3.0 Policy

Any Team Member that does not adhere to this policy falsifies a report or attempts to obtain reimbursement for expenses not in compliance with this policy may be subject to disciplinary action, up to and including termination.

## 3.1 Travel and Business Expense Policy

The policy provides guidelines for all Team Members. FedEx Office will reimburse authorized Team Members for necessary and reasonable expenses incurred in the course of traveling or conducting company business. Team Members are expected to:

- Act appropriately, ethically and professionally at all times in handling the resources of the company.
- Be conservative when spending money or using resources in connection with travel and business expenses undertaken for the benefit of the company.
- Be responsible for ensuring all company-related expenses comply with this policy.
- Comply with all company policies when traveling or incurring business expenses on behalf of the company, including the [FedEx Office Standards of Conduct](#) and [FedEx Code of Business Conduct and Ethics](#).
- Use the American Express/One card for all company-related travel and business expenses.
- Book travel in advance and in such a manner to allow for the lowest costs.
- Book all travel through Global Travel using the online tool Cliqbook when applicable.
- Ensure all receipts \$10 or more are submitted through fax or efax with the barcode page for each expense report.
- Failure to submit a required receipt will delay the processing of an expense report for reimbursement.

### 3.1.1 Expense Reporting and Approval Process

All travel-related and business expenses should be submitted on a weekly or per-trip basis. The following guidelines and requirements will apply to all expense reports:

- Expense reports will be directed to the Team Member's approving manager and may be escalated to the Team Member's department Vice President (VP) or Senior Vice President (SVP) and above.
- Team Member expenses marked as non-reimbursable (see p. 19 for a list) are the responsibility of the Team Member; the Team Member is required to pay American Express directly, within 30 days, and the expense must be marked as such in the PeopleSoft Travel & Expense System.
- FXO reserves the right to seek reimbursement from Team Members for any expenses that are inappropriate and should not have been reimbursed.
- Expense reports, including those in compliance, are subject to audit by corporate management at any time.

- Retention of all expense receipts (including all receipts under \$10) should be maintained by the Team Member for 12 months and are subject to review if random audits occur or if the expense receipts are requested by the Team Member's supervisor.

### 3.1.2 Exceptions

- Exceptions to this policy that are less than \$10,000 must be approved by the Team Member's department MD.
- Exceptions that are greater than \$10,000 must be approved by the Team Member's department VP.

## 3.2 Travel Arrangements and Expenses

All business travel including en route changes, airline tickets, rail tickets, hotels and rental cars are required to be booked through FXO's authorized travel agency, Global Travel, and/or its online tool, Cliqbook.

Traveler safety and security is of the utmost importance to FedEx Office. Reservations made through Global Travel generate an itinerary for each traveler and allow FedEx Office to locate the Team Member in the event of an emergency.

### 3.2.1 Reservation Process

Cliqbook: [www.mycliqbook.com](http://www.mycliqbook.com)

Global Travel: 1-901-375-6000

Before booking travel, Team Members must have a TravelNet profile.

### 3.2.2 Travel Net

Team Members must have a TravelNet profile before booking any travel on Cliqbook or with Global Travel. Instructions for creating a TravelNet Profile are found on FedEx One, keyword: **TravelNet**.

### 3.2.3 Booking Fees

All bookings are subject to fees. Team Members are encouraged to book their entire trip (e.g., flight, car and hotel) all at one time to limit the number of fees incurred.

Calling Global Travel directly involves fees and is only encouraged for international bookings. For domestic travel or routine travel arrangements, Team Members are encouraged to utilize Cliqbook.

### 3.2.4 Emergency/En Route Changes

All en route changes should be made directly through Global Travel.

Changes to airline tickets en route, (e.g., changing to an earlier flight) are allowed if it is going to save the company money by reducing additional travel expenses.

- Stand-by is preferred to avoid incurring additional charges.
- If change fees are incurred, they should be justified.

### 3.2.5 Travelers with Disabilities

Team Members who have physical disabilities should notify Global Travel during the reservation process of the need for assistance with their reservations or of the need for other required accommodations. Global Travel will research and verify that suppliers provide requested or necessary services, access and any necessary equipment.

### 3.3 Air Travel

All Team Members are expected to use the e-ticket option.

#### 3.3.1 Domestic Airline Tickets

- Team Members should make every attempt to book travel at least 14 days in advance to maximize company savings.
- In most cases, non-refundable tickets are significantly cheaper than refundable tickets but require a 14-day advance booking.
- Any fees associated with tickets changed, exchanged, canceled or refunded will be charged to the Team Member's American Express/One card.

#### 3.3.2 Connecting Flights

- Team Members are expected to book flights with one connection per trip if that is the least expensive option. For Example, Team Members should accept a connecting flight when the savings exceed \$150 and the connection does not cause a delay of more than two hours travel time.

#### 3.3.3 Domestic, International Class of Service and Upgrades

- The lowest logical coach airfare is to be used when traveling on company business. Global Travel will recommend the best schedule corresponding to the lowest airfare.
- Vice Presidents and above may fly first class.
- Team Members who are pre-certified may fly first class if their physical size or physician approved health condition (e.g., recent surgery) prohibits use of coach class service. Requests for such certification must be approved by their VP or higher level management and submitted to Global Travel before a flight can be booked in a higher class of service.
- Team Members may upgrade to first class by personally paying the cost of the upgrade (i.e., difference between first class and the best available coach or, when appropriate, business class). The difference is calculated by Global Travel. Payment must be made by the team member at the time of ticketing.
- Team Members ineligible for first class who are traveling with an eligible team member **cannot** upgrade to first class to conduct an inflight meeting, discuss business, or for any reason other than the above.
- Business class may be used for international travel, if actual flying time is more than 6 hours, not including connections or layovers. BCD Travel will review specific international

requirements regarding the need for passports, visas, tourist cards, inoculations, special documentation and type of currency required with team members at the time of booking.

### 3.3.4 Cancellations

- Team Members should notify Global Travel as soon as possible if they need to cancel an airline ticket. The unused ticket will be applied to the Team Member's next flight or otherwise used in the most cost-effective manner. If tickets have not been rebooked within 30 days of the ticket expiring, the credit will be used at the discretion of the company.

### 3.3.5 Seat Changes

- Fees charged by airlines for seat changes within the same class of service, such as selecting an aisle or exit row seat, are permissible.
- Team Members will **not** be reimbursed for fees charged for upgrades to a higher class of service or for segment upgrades.

### 3.3.6 Baggage Fees

- Fees for up to two regular size bags.
- Check with the airline prior to departure for baggage size and weight restrictions.
- FedEx Office does not cover the loss of personal items. If a Team Member's luggage is lost, basic necessities will be reimbursed as an exception.

## 3.4 Lodging

FedEx Corporation has a discounted corporate rate structure in all major cities in the U.S. and abroad. Team Members are required to utilize these preferred hotels and Cliqbook has the most up-to-date list of preferred hotels. When a preferred hotel is not available or within a 5 mile radius to the traveler's meeting location, Global Travel will secure a room at a non-preferred hotel. *For any travel booked outside of Global Travel, supporting documentation (e.g., invoice) must be attached along with an explanation as to why BCD was not used. A VP or higher level approval is required for reimbursement.*

### 3.4.1 Rooms

All Team Members are eligible for single rooms when traveling for business.

### 3.4.2 EXCEPTION

Team Members will be reimbursed for hotel reservations booked outside of Global Travel only when attending a convention or meeting that has designated hotels. Team Members should not book lodging if hotels are 75 miles or less from their personal residence. If a company-sponsored

meeting is located more than 75 miles from a Team Member's normal workplace, an overnight stay is allowed. Any exceptions should be approved by their VP.

### **3.4.3 Hotel Cancellations**

Hotel no-show or early check-out expenses are an unnecessary expense and subject to review.

- Hotel cancellation fee must have a business reason
- Failure to cancel a reservation in a timely manner may be a cost incurred by the Team Member

### **3.4.4 Lodging in Private Residence**

Team Members staying in a private residence with family or friends while traveling on business may compensate the host with a nonmonetary gift not to exceed \$75 in value per stay. No cash, personal checks, gift cards, money orders or any other form of money.

A brief description of gift will need to be included with the receipt.

## **3.5 Transportation**

Always use the least expensive form of ground transportation available (e.g., personal vehicle, hotel courtesy van, public transportation, bus or taxi).

### **3.5.1 Rental Car**

The use of rental cars should be justified based on a business need and when it is economically less expensive than the local ground transportation alternative, taking safety and travel time into consideration.

- Personal convenience is not an acceptable justification.
- Most hotels offer free airport shuttle transfers.
- Team Members on the same trip should coordinate arrangements with other Team Members to maximize use of the rental car.
- Retain original itemized rental agreement.

### **3.5.2 Rental Car Reservations**

Reservations must be made through Global Travel. FXO has a corporate account with Hertz, Enterprise and National.

- Team Members are required to utilize these suppliers.
- If unavailable, Global Travel will find a rental car agency and approve the exception.

### **3.5.3 Rental Car Size**

FedEx Office policy is to rent a mid-size car.

Full-size vehicles including SUVs and mini vans are available for:

- Multiple travelers sharing a single car for the entire trip.
- Team Members responsible for transporting non-FedEx Team Members during the trip.

Other changes in car classes should be detailed in PeopleSoft Travel & Expense System including business need for the request.

### **3.5.4 Rental Car Refueling**

Team Members should return the rental cars with a full tank of regular unleaded gas.

- The Fuel Service Option or Prepay Fuel Option should not be accepted.
- Expenses incurred for not refueling must be approved in writing by the Team Member's MD and the approval from the MD must be attached to the report along with the receipt.

### **3.5.5 Rental Car Accident Reporting and Theft**

Team Members involved in an accident with a rental vehicle should contact the Accident Reporting Center at 800.322.5600.

In the event of a serious/catastrophic accident, the Supervisor must also contact Risk Management at 1-214-830-4299 immediately.

- Risk Management will work directly with the rental car company on any property damage.
- If Team Member is injured, the Supervisor should file a Workers' Compensation claim on his/her behalf at the time the collision is reported to 800-322-5600.

### **3.5.6 Moving Violations and Parking Laws**

It is the responsibility of each Team Member driving for company business to obey all traffic and parking laws and regulations and wear seat belts for personal safety.

The driver must report all tickets to management within 24 hours after receiving the ticket.

### **3.5.7 Train Travel**

Call Global Travel directly or email [gtooffice@fedex.com](mailto:gtooffice@fedex.com) to book all rail travel.

### **3.5.8 Taxis and Private Car Service**

The use of taxis or private car service versus rental cars should be justified on an economical basis and not as a matter of personal convenience.

- Private car service in major metropolitan cities may provide a more cost efficient alternative to taxis or rental cars.
- Retain receipts (including tips) for taxi and car service.

## **3.6 Meals**

This policy applies to regular meals for individual traveling Team Members. FXO will reimburse Team Members for actual reasonable meal expenses incurred while traveling on company business (breakfast, lunch, and dinner). It is prohibited to submit alcoholic beverage charges only for reimbursement. Alcoholic beverage expenses are only reimbursable if they are included as part of a meal expense and are subject to review.

### 3.6.1 Domestic Travel Meals

Reimbursement of domestic meals is \$50 (\$75 for high cost cities) per full day including tips (approved exceptions will be made for geographic location variances).

- Meals should be within reasonable limits.
- Meal expenses must be approved by the approving manager.
- Team members traveling together should pay individually for their meals. When this is not practical, the senior ranking Team Member based on job grade is expected to pay for the group.

#### High Cost Cities:

**Alaska:** Anchorage and Fairbanks

**California:** San Francisco

**District of Columbia** (surrounding area)

**Hawaii:** Honolulu

**New York:** New York City (surrounding area)

**Washington:** Seattle

**Canada:** Toronto and Vancouver

### 3.6.2 International Travel Meals

Reimbursement guidelines for international meals vary by country and the following should be followed:

- Meals should be within reasonable limits.
- Meal expenses must be approved by the approving manager.
- Team members traveling together should pay individually for their meals. When this is not practical, the senior ranking Team Member based on job grade is expected to pay for the group.

## 3.7 Business Expenses

The policy provides guidelines related to business expenses for all Team Members.

### 3.7.1 Personal Vehicles and Mileage

Team Members who regularly use their personal vehicles for company use (e.g., Field Operations, HR, Sales and Security), must review and adhere to the requirements within the [Vehicle Safety Policy](#) located in the Center Safety Program Guide.

- Team Members must have a current, signed Vehicle Safety Policy and a copy of a valid driver's license and insurance on file.
- Team Members granted a car allowance who are claiming mileage above the 1,200 mileage threshold in a single calendar month are responsible for documenting all mileage and 1,200 miles must be subtracted from the overall mileage driven and then any excess mileage will be reimbursed at the current IRS allowable rate.
- Reimbursement for mileage to company-sponsored events needs to be approved by the approving manager.

### **3.7.2 Personal Mileage –Team Members Utilizing a Home Office**

For Team Members that office out of their homes or have no office in a FedEx Office location, the nearest center to their coverage/territory is designated their "home center" for mileage purposes.

Field Technology Specialists will be assigned a home center by their respective manager.

### **3.7.3 Personal Mileage – Reimbursement Process**

Team Members are required to submit supporting documentation for business mileage reimbursement using [Personal Car Mileage \(PCM\)](#) available in the Quick links section on FedEx One.

Business mileage should be reported at least monthly (recommended weekly) through PeopleSoft Travel & Expense System with the following guidelines:

- A Mileage Log is required to be included in the receipt submission that is faxed or efaxed behind the Expense Barcode Page. Each location traveled to should have a separate line entry to include origin address and destination address along with a description of the business travel.
- Team Members cannot claim gasoline charges when using their personal vehicles for company business.

#### **EXCEPTION to Mileage Reimbursement:**

The Company prefers Team Members to travel via airlines instead of driving for out-of-town meetings. If there are multiple Team Members from one district traveling together by car and the overall combined expense for all is less expensive than the cost of travel via airlines, approval may be given by the approving manager. Only one Team Member is allowed to apply for mileage reimbursement.

### **3.7.4 Non-travel Local Meals**

Local meal expenses incurred by Team Members cannot be expensed unless it is directly related to the active conduct of business (e.g., meeting through lunch for business purposes only).

Local meals should be a rare exception and need to be approved by approving manager prior to the meal taking place.

### **3.7.5 Home Office Expenses**

Home office expenses should not be set-up as recurring charges on the Amex/One Card.

The following items are reimbursable for Team Members working out of a home office and who do not have an office at a center location:

- Internet Service Provider (ISP) fees with approval from the approving manager. The maximum allowable reimbursable amount is \$50 per month.
- Team members who submit more than one ISP may be subject to further review.
- Reasonable expenses for office supplies such as printer ink, paper, pens, stamps, tape, staples and batteries for wireless devices.
- External encrypted hard drives.

### **3.7.6 Business Use of Home Phone**

Business calls made on a personal phone will be reimbursed provided the calls are itemized and accompanied by the original telephone bill.

### **3.7.7 Company Cell Phone**

Company cell phones are provided to certain Team Members who need them to perform their jobs and are intended for business use only.

- For additional information, contact FedEx Office Telecommunications at [voice.services@fedex.com](mailto:voice.services@fedex.com).
- Personal calls should be limited.
- Fifteen minutes of personal phone calls per business trip per day.
- A complete copy of the [Wireless Devices and Services Policy](#), including eligible Team Members and approval process, is located on **FedEx One** in the **Document Center** under **Policies and Procedures**.

### **3.7.8 Personal Cell Phone Use for Business Reasons in an Emergency**

- When a Team Member has had to use their personal cell phone for business reasons, an itemized statement from the cellular phone service provider must be submitted with business calls highlighted.
- Reimbursement will be made based on charges, for emergency business related calls, above and beyond the normal plan allotment of minutes.

### **3.7.9 Wireless Data Service**

Approval from the department VP or SVP or above is required to purchase and subscribe to a Sprint Connection Card, Good Link e-mail or efax.com services.

### **3.7.10 Relocation Expenses**

Relocations are processed through an outsourced company. Team Members should contact their Human Resources representative for questions regarding relocation.

### **3.7.11 End of Tenure**

Arrangements must be made to submit all final expenses prior to final day of employment.

Upon end of tenure or termination of employment, the following equipment must be returned unless other arrangements are made with FXO Telecommunications and approval is received from the SVP of Human Resources:

- Cell phone, cell phone number, PDAs, smart devices and all accessories
- Wireless data cards and devices
- Hard drives and all other company owned equipment
- Company credit cards

### **3.7.12 Team Member Relations**

The Team Member relations budget provides funding for morale-boosting activities that recognize achievements for the following major life events:

- Birth/adoption of a child
- Marriage
- College/graduate degree
- Retirement
- Death

### **3.7.13 Team Member Relations - Reimbursement Process**

Managers are responsible for maintaining spending within their allowable budget which is determined at the beginning of the fiscal year

- Gifts for major life events are limited to \$75 in value.
- Requests for reimbursement must specify the Team Member and major life event.
- Cash [(currency, coin and cash equivalent (e.g., gift cards/certificates)] awards are strictly prohibited.
- Detailed information about approved rewards and recognition programs can be found in the Rewards and Recognition Policy located on **FedEx One** in the **Document Center** under **Policies and Procedures/Human Resources**.

### **3.7.14 Flowers**

Flowers may be given to Team Members in certain circumstances, (e.g., in medical or sympathy circumstances), with the supervisor's approval. Expense is limited to \$75 in value and will be charged to the center or department.

### 3.7.15 Subscriptions/ Memberships or Registration Fees to Professional Organizations, Trade Associations and Seminars

FedEx Office provides a limited number of appropriate newspapers, magazines and trade periodicals to departments where such information is relevant to the company's business.

- Publications should be shared within the department.
- All subscriptions and payments for dues and fees require prior approval from approving manager.
  - When payment is approved, all fees are paid directly to the organization.

### 3.7.16 Community Giving

FedEx Office offers many company-sponsored opportunities for Team Members to support their communities.

Any contributions not approved by the FedEx Office Communications department are made at the will of the Team Member and not on behalf of the company.

Visit [giving.fedex.com](http://giving.fedex.com) for instructions on how to submit a request.

Team members also have the ability to submit donation requests for charitable and non-profit organizations in which they are personally involved. For more information, go to **FedEx One** and search using keywords: **Charitable Contributions**.

### 3.7.17 Postage and Shipping

In-house facilities must be used for all postage and shipping of business material regardless of whether the receiver provided pre-paid shipping labels.

- Team Members must use the FXO corporate account number when shipping FedEx Express, FedEx Ground or FedEx Freight for business use.
- Shipping expenses are automatically coded to the Team Member's cost center.
- Use of FXO corporate account for personal use is prohibited.

## 3.8 Loyalty Programs

### 3.8.1 Hotel Frequent Guest Programs

Participation in these programs should not influence hotel selection.

- Team Members may retain awards earned for their room only.
- When booking hotel rooms for multiple people, Team Members may only earn rewards for their room.
- Meeting planner points or reward points must be allocated to a company account.
- Contact the Events team for additional information at [office.events@fedex.com](mailto:office.events@fedex.com).

### 3.8.2 Paid Loyalty Clubs

- Airline club memberships/dues for VPs and above will be purchased; approval of department SVP and above for Team Members

### 3.8.3 Non-paid Loyalty Clubs

- Team Members may retain frequent flyer program benefits.
- Frequent flyer awards are not tracked or monitored by FXO.
- If these incentives are used for company business, they will not be reimbursed to the Team Member.

### 3.8.4 Rental Car Memberships

Such memberships are strongly encouraged and offered at no cost. Participation in these programs should not influence car selection.

## 3.9 Insurance

### 3.9.1 Car

The following procedures must be followed:

- Decline collision and medical insurance coverage, and notify rental agent that FedEx assumes responsibility for any damage.
- Do not use the rental agency if it does not allow insurance to be declined.
- Decline satellite radio and frequent flyer miles since these expenses will not be reimbursed unless approved by a MD level or higher.

Team Members are reimbursed for rental car insurance when the car is used outside the US and Canada. This includes Puerto Rico.

### 3.9.2 Personal Car Usage Insurance

A Team Member's personal auto policy provides primary coverage for their vehicle.

### 3.9.3 Other

Expenses for additional airline valuation insurance for company material, equipment or other property should not be obtained. FedEx Office carries sufficient insurance for these items when traveling.

## 3.10 Miscellaneous Expenses

### 3.10.1 Personal Travel with Business Travel

Many Team Members elect to combine personal travel with approved business travel.

- FXO pays the airfare of the least expensive routing for the business trip as if no personal travel were included.
- Any additional cost, including change fees for personal reasons, is the responsibility of the Team Member.

## **3.10.2 Dependent Travel**

Travel expenses for family or significant others are the responsibility of the Team Member and will not be reimbursed by the company, unless communicated in advance for a company-sponsored event.

## **3.10.3 Business Guests/Suppliers**

Air travel expenses for a business guest or supplier traveling accompanied or unaccompanied by a Team Member will not be paid in advance by FXO.

If the business guest is a supplier, consultant or distributor whose expenses are to be reimbursed, an invoice must be sent to FedEx Office and will be paid in the normal manner by the Disbursements department.

## **3.10.4 Internet Access**

- In-flight internet service fees and hotel internet fees are reimbursable only when used for business purposes. Monthly and yearly subscription fees must be approved by the department MD prior to registration

## **3.10.5 Airport Parking**

The least expensive parking option should be selected when parking a personal vehicle at an airport when traveling for company business.

- Off-airport parking facilities should be considered first.
- When off-airport parking is impractical or unavailable, long-term airport parking may be used.
- Valet parking at the airport is approved for VP and above.
- Airport shuttle service (i.e., Super Shuttle) or taxis may be a more economical option than airport parking for business trips longer than four days.
- Team Members can use a car service when it is a more affordable option. This option is always approved for VP and above.

## **3.10.6 Parking and Tolls**

Parking and tolls are reimbursable when they are incurred as a result of conducting business and not for a normal commute.

Expenses must be submitted for reimbursement on a per trip basis.

## **3.10.7 Travel Time Compensation for Approved Offsite Activities**

For questions about travel time compensation for approved offsite activities for hourly/non-exempt Team Members, refer to the [Travel Time Non-Exempt Team Members Policy](#) located on FedEx One in the Document Center under Policies and Procedures/Human Resources.

## **3.10.8 Health Club**

FedEx Office will reimburse the charges for a health club or exercise facility while you are staying at a hotel up to \$20 per day.

## **3.10.9 Laundry Expenses**

Laundry and dry cleaning expenses incurred at the hotel for personally owned items will be reimbursed for trips of more than 5 consecutive days.

Dry cleaning or laundry expenses incurred once the Team Member returns home are non-reimbursable.

### 3.10.10 Lost Luggage

If luggage is lost or damaged on a commercial flight, Team Members should:

- File a claim with the airline prior to leaving the airport.
- Obtain a copy of the claim report.
- Save airline ticket receipt.

Team members are also covered under the Baggage Insurance Plan with their FedEx Office Amex/One Card.

- Coverage is subject to limitations and exclusions as described in the card member agreement.
- Call American Express at 1-800-645-9700 to obtain a claim form and instructions.

### 3.10.11 Tipping

FedEx Office will reimburse reasonable gratuities based on the following guidelines (i.e. gratuities must not exceed):

- Private car service up to 20% of total fare (service fee typically includes a tipping charge).
- Cabs up to 10% (20% for high cost cities) of total fare or rounded-up to nearest dollar.
- Door person - \$2.00 for hailing taxi plus tip for help with luggage.
- Hotel bellmen - \$1.00 per bag.
- Housekeeping - \$2.00 per day.
- Parking - \$2.00 for valet parking (valet parking should not be used unless there is a concern for individual safety or no other option is available).
- Restaurant tip must not exceed 20% of the cost of the meal.
- Shuttle drivers - \$2.00.

## 3.11 Expense Report Processing

The following policies and guidelines are expected to be used to document any out-of-pocket reimbursement of travel and related business expenses:

- The IRS requires original documentation and receipts.
- Scanned images of original receipts are required for all travel, entertainment, and business expenses of \$10 or more.

- A Missing Receipt Form must be completed for any expenses of \$10 or more without a supporting receipt.
- If an expense is out of policy or does not have appropriate supporting documentation (receipt or Missing Receipt form) then the expense may not be reimbursed.
- For Amex One Card expenses refer to the [FXO One Card Program Policy](#).

### 3.11.1 Reconciliation and Receipt Retention

The PeopleSoft Travel and Expense Center is the reporting system designed to expedite the expense reporting process.

For business questions regarding travel and expense reporting, please contact the FedEx Travel & Expense Hotline at 901.757.3290 Option 2.

Team members should adhere to the following action items in the reconciliation process:

- All expenses should be submitted and approved on a weekly or per trip basis.
- Fax or eFax receipts of \$10 or more behind the Expense barcode page that is generated when expenses are submitted.
- Only receipts with transactions of \$10 or more will require an attached receipt in PeopleSoft Travel & Expense System.
- Have an itemized receipt for every reimbursed expense listed in PeopleSoft Travel & Expense System with the following information on it:
  - Transaction date
  - Line item description and cost
  - Sales tax charges and total amount charged
- Any exception for payment of charges submitted after 90 days may require SVP approval.
- Retain all expense receipts and records (including receipts under \$10) for 12 months because reports are subject to review if random audits occur.
  - FSO, supervisors, security or internal/external audit reserves the right to audit expense records at any time.
  - Team Members are required to supply requested documents immediately upon request including any and all receipts regardless of amount.
  - Transaction detail and the submitted receipts will be retained in PeopleSoft Travel & Expense System for the timeframe specified in the [Record Retention Policy](#).

### 3.11.2 Meal Reimbursement Process

For meals greater than \$10, a detailed/itemized receipt must be submitted with the following information:

- Restaurant name
- City and state
- Purpose of the meal

For non-business meals, IRS rules require that each claim be substantiated with specific details showing names and titles of guests, dates, places and business reasons

The options in PeopleSoft are:

- Meals – Emp Bus & Entertainment
- Meals – League/Clubs
- Meals – Mtg-All Employees
- Meals – Recruiting
- Meals – Training
- Meals - Travel

You must also submit receipts for:

- Room service meals
- Meals purchased at a lobby bar or hotel restaurant greater than \$10 (even if billed to the room)

### **3.11.3 Leave of Absence**

Team Members are responsible for submission of expenses while on leave of absence.

If a Team Member is unable to process expenses, arrangements need to be made with their supervisor to make payment.

### **3.11.4 Late Fees**

Late fees must be paid immediately upon receipt by the Team Member.

If late fees are not paid within 30 days, your supervisor will be notified and your Amex/One Card will be suspended until all late charges are paid in-full.

### **3.11.5 American Express Payment Options**

Pay by phone: 1-800-472-9297 or 1-800-528-2122

Online: [americanexpress.com](http://americanexpress.com)

Mail: American Express  
Attn: US Payment FL  
PO Box 360001  
Fort Lauderdale, FL 33336-0001

## **3.12 Payment Methods**

Team Members must use the FedEx Office Amex/One Card for all expenses. The card can be used as an alternative method to purchase emergency center

operating expenses. For more details, go to the FedEx Office [One Card Program Policy](#) located on FedEx One in the Document Center under Policies and Procedures.

- The card is the property of FedEx Office.
- The card is not approved for personal expenses.
- If used for personal expense, Team Members have 30 days to pay American Express for the incurred expense and must note this in the PeopleSoft Travel & Expense System.

### **3.12.1 Cash Advances**

It is FXO policy not to issue cash advances for travel.

### **3.12.2 Direct Billing**

Team Member's business travel expenses may not be charged directly to the company, except where prior arrangements have been made by FXO for training, sales conference or other group travel/expenses.

## **3.13 Group, Meeting and Training Travel**

It is strictly prohibited to commit FXO to group meeting and/or trade show expenses without first obtaining prior written approval by the FXO Events. All contracts and agreements must be reviewed and approved by the Event Department and/or Legal departments.

All group travel is booked through the Global Travel group desk or through an online registration system. Specific instructions on booking travel will be given to Team Members participating in meetings, training classes, conferences, etc. will be sent after each event is approved.

### **3.13.1 A meeting is constituted as:**

- Needing 10 or more sleeping rooms per day
- Needing a meeting room(s), food and beverage and audio visual equipment
- Anytime a contract is required

### **3.13.2 Group meetings and tradeshow approval processes:**

After a meeting or tradeshow has been approved by the Event Team, contracts and agreements can be signed. It is prohibited to sign an agreement without prior approval from the Events Team.

### **3.13.3 Contract signing authority:**

Over \$100,000

- President and Chief Executive Officer (CEO)
- Executive Vice-President, Chief Operating Officer (COO)
- Senior Vice-President, Chief Financial Officer (CFO)

Up to and including \$100,000

- Senior Vice-President

Up to and including \$50,000

- Vice-President

Up to and including \$10,000

- Managing Director
- Country Managing Director - International

Up to and including \$5,000

- District Manager

Up to and including \$1,500

- Any Manager or Senior Manager within the company with the exception of the District Manager

### 3.14 Personal Travel with Global Travel Vacations

Team members may book personal travel through Global Travel Vacations, which offers discounted rates on vacation packages.

To access Global Travel Vacations:

Online: [www.worldtravelvacations.com](http://www.worldtravelvacations.com)

Call 1-800-432-2069 between 8:30 a.m. and 6:00 p.m. Eastern Standard Time, Monday through Friday.

#### 3.14.1 Hotel Search directory

Helps you locate which hotel out of the over 1500 preferred hotels worldwide that best meets your travel needs with provides detailed information about each of our preferred hotels.

To access Hotel Search, go to: [fdxohd.uversa.com](http://fdxohd.uversa.com)

### 3.15 Summary Reimbursable Charges

The following business expenses are authorized while on company business:

- Air travel to company-sponsored meetings, functions, center visits, supplier visits or other FXO business travel if booked through Global Travel and approved in advance
- Seat change fees
- Fees for up to two regular size bags
- Vice Presidents and above may fly first class
- Airport valet parking for VPs and above
- Airline club memberships/dues for VPs and above; approval of department SVP and above for Team Members
- In-flight internet service fees when used for business purposes. Monthly and yearly subscription fees must be approved by the department MD prior to registration
- Lodging at approved hotel while on company business

- Itemized room charges to include taxes, room service, phone calls, faxes and mini bar
- Fifteen minutes of personal phone calls per business trip per day
- Health Club while at hotel up to \$20 per day
- Hotel laundry and dry cleaning expenses for personally owned items will be reimbursed for trips of more than 5 consecutive days
- A nonmonetary gift not to exceed \$75 per trip when staying in a private residence with family or friends while traveling on company business
- Personal gifts for major life events (birth or adoption of a child, marriage, college or graduate degree, retirement, death) limited to \$75 in value
- Individual Team Member's meals while on company travel based on daily limits
- Business related in-town meals for Team Members, customers, prospects and suppliers
- Mileage incurred for business purposes, including traveling to and from the airport (excluding standard commute miles)
- Mileage to company-sponsored events with manager's approval
- Airport parking, including long-term parking or shuttle service, if less expensive
- GPS navigation systems for rental car
- Car insurance for rental cars for Team Members located outside the U.S. and Canada when the car is used outside the U.S. and Canada which includes Puerto Rico.
- Parking and toll charges incurred during business travel
- Reasonable expenses for office supplies such as printer ink, paper, pens, stamps, tape, staples and batteries for wireless devices
- External encrypted hard drives
- Tips and gratuities associated with meals, cab fare and baggage handling
- Professional association dues and other out-of-pocket expenses associated with job-related professional associations that have been approved by the Team Member's approving manager
- Postage stamps for business related items when in-house facilities are not available

### 3.16 Non-Reimbursable Charges

The following list includes examples of expenses that may not be reimbursed; the list is not intended to be all-inclusive.

- Airline, hotel, rental car or train reservations that are not booked through Global Travel
- Flight insurance

- Upgrades on airline tickets, except for Vice Presidents and above
- Seat changes resulting in a higher class of service and segment upgrades
- Airline club memberships for Team Members, except Vice Presidents and above
- Airfare if a Team Member insists on traveling on a specific airline instead of using a cheaper fare Airline frequent flyer surcharge fees
- Fees for additional baggage (over two) or baggage weighing over 50 pounds
- Theft, loss or damage to luggage and other personal property
- Any additional change fees for personal travel combined with business travel
- Travel expenses for family or significant others, unless communicated in advance on a company sponsored event
- In-flight airline movies, audio and alcohol purchases
- In-room movies
- Hotel bar charges that do not include a meal
- Alcoholic drinks purchased in minibar. Dry cleaning on trips five days or less
- Normal daily commute
- Fines, penalties and traffic tickets imposed for the violation of traffic laws while operating rented vehicles
- Boots and towing of the rental car
- Travel insurance or additional insurance purchased on rental cars for use in the U.S. and Canada
- Fuel obtained at a rental car agency, including the pre-purchased fuel option
- Traffic fines or penalties
- Medical insurance coverage and optional collision insurance
- Meals purchased before the business trip begins or once the business trip is completed
- Personal items including clothing, toiletries, , shoeshine, shoe repairs, haircuts shaves, personal reading material or entertainment while traveling
- Commuting expenditures incurred during the normal workday
- Insurance, repairs, maintenance, car wash or gasoline purchases for personal vehicles
- Alcohol-only expenses
- Tobacco products

- Non- business related in-town meals for other Team Members
- Personal subscriptions to newspapers, magazines, and trade journals except when approved by the Team Member's approving manager
- Personal gifts to Team Members unless for a major life event, for which the gift value limitation is \$75
- Unauthorized payments to charities, worthy causes or fundraisers (These need to be approved by the FedEx Office Communications Department)
- FedEx shipping charges for personal use, late fees, interest charges or dues for credit cards
- Babysitting, child care fees and kennel costs for dogs and/or other pets
- Costs considered to be excessive in relation to the activity concerned
- Postage stamps for non-business related items
- All advertising and marketing that is not approved by FedEx
- Any expenses that have not been listed as reimbursable or covered in this document

### 3.17 Business Travel Safety & Security Tips

Always be aware of your surroundings while traveling on a business trip. Contact your Regional Security & Loss Prevention Manager (RSLPM) or FXO Security if you have security-related concerns or questions regarding business travel plans. Listed below are some safety and security tips.

#### 3.17.1 At the Airport

- Go to [tsa.gov/travelers](https://www.tsa.gov/travelers) for the latest security information and items you can/cannot bring on the plane or in checked baggage.
- Adhere to all TSA and airport safety instructions.
- Test the batteries in your laptop computer prior to your departure; you may be asked by security to turn on the laptop to prove that it is what it appears to be.
- Tape a business card to the inside of your luggage in case your luggage tags are separated from your bags.
- Do not pack any items of value in checked luggage.
- Stay alert and watch your bags and laptop computer carefully at all times.
- Do not let anyone but uniformed airline personnel handle your bags.
- Be careful in crowded areas and watch out for staged mishaps, like someone bumping into you or spilling a drink; often it's a ploy to divert your attention.
- Remember to pack your corporate credit cards, medical insurance cards and cash in your carry-on bag.

- Wear shoes that are easy to take on and off during security screening.
- Avoid excessive jewelry and metal accessories while traveling.

### 3.17.2 On the Road

- Make sure your rental car is in good operating condition; learn how to operate all windows, door locks and other equipment before you leave the rental car facility.
- Keep your maps and rental agreement concealed, not lying on the seat or the dashboard.
- Keep your doors locked while you are driving.
- Store luggage and computer equipment in the trunk.
- Ensure your vehicle is locked whenever it is left unattended.
- Park in well-lit areas only, close to building entrances and walkways.
- Have car keys ready when approaching your car; check the back seat and floors before you get in.

### 3.17.3 At the Hotel

- Insist that the hotel personnel write down your assigned room number so others can't see or hear it.
- Keep all hotel doors and windows locked and use all door locks.
- Learn the location of fire exits, elevators and public phones in case of emergency.
- Use the safe in your hotel room for valuables, including your laptop; it is recommended to keep your valuables at home.
- Always verify who's at your door; don't open the door to someone you don't know.
- If you lose the plastic key card to your room, insist on a new-keyed card.

***This FedEx Office Travel and Business Expense Policy shall be uniformly applied at all times. All exceptions to this policy (except for the written exceptions stated in this policy, if any) shall be documented in accordance with the procedures in effect at the time the policy exception occurred.***

## 4.0 Accountability

### 4.1 Human Resources

- **MD Corporate Communications and Events** - Reviews and updates the policy on an annual basis

### 4.2 All Departments

#### 4.2.1 Senior Vice President, Vice President and/or Managing Director

- Approves exceptions requests as noted in policy

#### 4.2.2 Team Members

- Act appropriately, ethically and professionally at all times in handling the resources of the company
- Be conservative spending and responsible for making sure expenses comply with this policy
- Comply with all company policies, including the [FedEx Office Standards of Conduct and FedEx Code of Business Conduct and Ethics](#)
- Use the American Express/One card for all travel expenses
- Book travel in advance to allow for the lowest costs
- Book all travel through Global Travel using the online tool, Cliqbook when applicable
- Ensure all receipts exceeding \$10 or more are scanned and attached to the expense report prior to submitting. Failure to attach a required receipt will delay the processing of an expense report for reimbursement

## 5.0 Relevant Reference Documentation

### 5.1 Related Policies

Reference Link	Name
<a href="#">Wireless Policy</a>	Wireless Devices and Services Policy
<a href="#">R&amp;R Policy</a>	Rewards and Recognition Policy
<a href="#">Travel Time Non Exempt</a>	Travel Time Non-Exempt Team Members Policy
<a href="#">One Card Policy</a>	FXO One Card Program Policy
<a href="#">Record Retention Policy</a>	Record Retention Policy
<a href="#">Alcohol Sponsored Events Policy</a>	Alcohol at Company Sponsored Events Policy

### 5.2 Additional Documentation

- FedEx Office Standards of Conduct and FedEx Code of Business Conduct and Ethics
- Center Safety Program Guide - Vehicle Safety Policy
- President's Club Summary Plan Description