

## FAQ's:

- Q: What is the reimbursement turn-around time for a travel related expense?  
A: Typical turn-around time is 5 – 7 business days, however, this can be affected by several things. The approving official(s) availability to approve. Missing or incorrect required documentation. Month-end close and/or Fiscal Year-end deadlines for submissions.
- Q: What are the mileage reimbursement tier rates?  
A: Currently, the tier rates for mileage reimbursement are \$.535 per mile for Tier 1 and \$.17 per mile for Tier 2
- Q: Can I combine additional personal time/days with my business travel?  
A: With your approving official's approval, you may add personal time/days to your business travel with no additional expense to the State.
- Q: What do I do if my bank information has changed?  
A: Please contact the Travel Services Department to obtain a short, simple form. Once complete and submitted with bank information, our office will update the information. The following business day the information should be ready to be utilized.
- Q: Can I be reimbursed for meals if my trip does not include an overnight stay?  
A: Employees on State Business who travel more than 50 miles from their Residence and Primary Work Station, and are away for more than twelve (12) hours, may receive the total eligible per diem allowance for that day. The per diem allowance must, however, be adjusted for any meals provided to the traveler.
- Q: Are start and end times of a trip required to be submitted on the expense report?  
A: For single day trips, the begin and end times are required to be submitted in order to determine eligible meal reimbursement (if meal expenses are submitted for reimbursement).
- Q: I lost a receipt from my trip. Is there a way to be reimbursed without it?  
A: Expenditures of \$25.00 or greater require a receipt. If efforts have been made to obtain a duplicate, you simply complete, sign and submit an approved Missing receipt form with your expense report. Please see the State Travel Regulations for detailed information regarding required receipts.
- Q: Can I use any rental car company for business travel?  
A: Currently the mandatory rental car companies to use for University Business are Hertz for rental originating out of state and either Hertz or Enterprise for rental originating within the State (GA). In order to seek reimbursement for rental car expense, currently these are the only two rental companies to utilize.