**Requesting/Managing a Corporate Card Guidance Card**

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| **TOPIC** | **GUIDANCE** |
| **Digital Wallets on Mobile Devices** | The Citibank Corporate card cannot be added to a digital wallet on a mobile device, such as Apple Pay, Google Pay etc.  |
| **Disputing a Credit Card Transaction**  | * Where possible, you should contact a vendor directly for corrections.
* If it is not possible to revise the transaction, you should contact Citibank at the number on the back of your card to raise a dispute for specific transactions.
* Citibank will then contact the vendor on your behalf to dispute the transaction.

If the dispute is deemed valid by Citibank, you will receive a credit on your Card. You will submit both the charge and the credit in Concur.  |
| **Four Digit Pin** | The Citibank Corporate card is a chip and pin card. The pin is established when you activate your card and will be used every time you insert the card into a credit card terminal at the time of the transaction. If you forget your pin, please download and refer to the CitiManager mobile app. |
| **Fraudulent Transactions**  | Citibank may contact you concerning possible fraudulent transactions charged on the corporate card. * You must immediately contact Citibank at the number on the back of your card to confirm or report fraudulent transactions on your account.
* Citibank will research the charges and apply temporary credit.
* A new credit card will be mailed to you.
* In addition to contacting Citibank, you must also inform your manager of any fraudulent charges on your corporate card.

If it is deemed fraudulent by Citibank, you will receive a credit on your Card. You will submit both the charge and the credit in Concur using the Fraud expense type.  |
| **Lost or Stolen** **Cards** | * Lost or stolen cards must be reported to Citibank immediately. Options to report a lost or stolen card:
	+ Log into the [CitiManager website](https://citibank.com/tts/sa/commercial_cards/welcome_pack/nam/canada/citimanager.html) and report it under “Card Details”.
	+ In the U.S., contact Citibank at 800-248-4553. For other locations, [look up the local number via their website](https://www.citi.com/tts/solutions/commercial-cards/new-business-enquiry/form.jsp) or app. The Citibank phone system will prompt you to supply your VISA number.

Citibank will send a replacement card. Be sure to verify the delivery address and specify a building, suite, or office number, if applicable. |
| **Suspension Criteria** | Cards will be suspended for any of the following reasons:* Unsubmitted charges aged greater than 60 days.
* A report is returned by T&E audit, an Approver, recalled by the employee and not resubmitted within 14 days.
* Cash advances that are not properly submitted in Concur within 60 days.
* Personal charges where you do not return funds to the company within 60 days of the transaction.
* A report pending manager approval for over 30 days.
* If you have corporate cards suspended frequently, you are in jeopardy of losing your Corporate Card privileges.

Reactivation of a suspended Card will occur within three business days of the approved expense report submission. |

**TRAVELING BY AIR GUIDANCE CARD**

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| **TOPIC** | **GUIDANCE** |
| **Employees Traveling Together** | The Company limits the number of management personnel flying corporate, charter or commercial aircraft together. It is the responsibility of the most senior management member on the flight to determine, in their good faith judgment, if the combination of the Company officials on the same aircraft poses a substantial risk to the continued operations of the Company in the event of an accident. Traveling together does not alter any employee’s flight class designation for that trip. |
| **Excess Baggage** | Baggage fees are generally reimbursable. * You are expected to minimize fees by checking the fewest bags possible.
* Additional checked baggage if required for business needs is allowed.
* You should follow their business policy and laws for shipping equipment, tools and/or merchandise.
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| **Employee Funded Flight Upgrade****[Not Reimbursable]** | * If you would like to upgrade your flight with frequent travel miles or by paying the additional costs, you would need to call the airline directly. Additional charges for upgrades are not reimbursable.
* You can use an upgrade certificate if it was paid for by yourself. The upgrade should be booked by contacting the airline directly (not through BCD).
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| **One-Time Travel Upgrade Request** | If you want to request a one-time travel upgrade outside of your designated flight class:* You must request written approval from your Manager.
* If your Manager believes there is a business reason for an upgrade, the Manager must then forward the request to the Business CFO for approval.
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| **Recurring Exception to Flight Class Rules**  | If you want to request a recurring exception to the standard flight class rules determined by your career level:* You must request written approval from your Manager.
* If your Manager believes there is a business reason for a recurring exception, the Manager must then forward the request to the Business CFO and Senior HRM for approval.
* Following the Business CFO and Senior HRM approval, it will require the approval of the NBCU CFO and CHRO and/or their designee.

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| **Frequent Flyer Programs** | You are permitted to keep any frequent flyer points earned as a result of traveling on NBCU business. However, any unauthorized travel, airline favoritism, circuitous routings, or other activities specifically designed to accumulate frequent flyer points is strictly prohibited. |
| **Lost Luggage** | * Lost luggage must be reported directly to the airline at the arrival airport location by completing the airline’s required paperwork.
* The Citibank Corporate card provides the cardholder with coverage for permanently lost, damaged or stolen baggage or personal articles while checked with or carried on a common carrier, where the fare has been charged to the card.
* In addition to notifying the airline, you must file a claim with Citibank within 45 days of the date of the loss, theft, or damage. To file a claim from the US, call (800) 586 8458; from outside the U.S., call collect at (804) 673-1164.
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| **Media Baggage** | Visit the [Travel site](http://travel.nbcuni.com) for the Media bags process and pricing. |
| **Overbooking Compensation** | You are not permitted to volunteer your reservation or make yourself eligible for any compensation relating to an airline over-sale situation if such action results in additional expense to the Company or loss of any work time. |
| **Private Plane and Chartered Flights** | Due to potential liability and insurance issues, employees are not permitted to pilot private planes/rental aircraft or to arrange chartered flights when traveling on Company business. In the limited instances where charter flights are used, requests should be coordinated though HighRisk.EHSRequests@nbcuni.com.  |
| **Relocation Travel**  | If you are relocating, please notify your HR partner (who will engage NBCU’s Global Mobility Team) prior to booking any relocation travel.  |
| **Selecting Flights** | * Alternative airports and low-cost airlines will occasionally be suggested when they fall within the parameters of the NBCU lowest possible airfare policy.
* Charges for extra legroom, preferred seating and accessing Wi-Fi during flights are reimbursable business expenses.
* Concur/BCD Travel will present available flight class options that are permitted under the Policy. Employees must select from the permitted options in Concur/BCD Travel.
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| **TSA Pre-Check, etc.** | Employees who travel 6 or more times in a rolling 12-month period may be reimbursed for one of the following programs: Global Entry, TSA Precheck, CLEAR. Receipts and appropriate documentation must be included when submitting through Concur. |
| **Unused Tickets** | When tickets are unused or partially used, you must designate this ticket status within the expense report in Concur. Unused ticket credits which can be used for future travel are being tracked by BCD Travel and Concur. You will be prompted to use the unused ticket credit when booking your next trip. |
| **Visa** | Visas required for business-related travel are reimbursable; however, employees must consult with the Human Resources and Immigration teams before incurring any visa-related expense. |

**Traveling by Taxi/Uber/Lyft/Car Service GUIDANCE CARD**

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| **TOPIC** | **GUIDANCE** |
| **After Hours** **Work Travel**  | You may use and expense an approved car service, taxi, or Uber/Lyft for trips between your home and your assigned work location only between the hours of 9pm and 6am and only if you have worked more than 10 hours in the day. |
| **Gratuity** | Gratuity has been negotiated into preferred car service vendor’s rates, so additional gratuity to drivers will not be reimbursed by NBCU. |
| **Receipts**  | Receipts are required to be submitted in Concur for all ground transportation. |
| **Uber Business**  | If you use Uber frequently, you can connect [Uber Business](http://t.uber.com/NBCU) to Concur directly so that transaction details automatically upload to Concur for easier expense processing.  |

**RENTING A CAR GUIDANCE CARD**

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| **TOPIC** | **GUIDANCE** |
| **Car Size** | * If up to two employees are traveling together, you may select a midsize or intermediate (“C-intermediate”) size rental.
* If three or more employees are traveling together, you may select a standard or full size (or the minimum size car necessary).
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| **Driver’s License Requirements and Insurance** | If you are operating a vehicle (rental, personal or Company-owned) on Company business, you must have a valid current driver’s license. You must maintain a minimum of insurance coverage equal to that required under state law. |
| **Personal Car Rental Using NBCU rate** | You are permitted to request the Company rate when renting for personal use; however, it must be paid with your own personal credit card, and you should purchase the insurance. |
| **Refueling** | You should not purchase the fuel service option offered by Hertz or National/Enterprise. You are required to return the car with a full tank of gas unless unusual circumstances prevent you from doing so. Fuel charges are reimbursable. |
| **Rental Car Insurance Coverage** | Booking through approved vendors ensures that the rental vehicle is covered by the Company’s insurance program. * Loss Damage Waiver (LDW) and personal accident insurance should be declined on all Hertz and National/Enterprise rentals within the US.
* For international rentals, call Hertz/National for your specific country requirements. Make sure you reference the relevant NBCU code (Hertz: 50013;National/ Enterprise: XZ17C8R; Avis: A965500) and charge to the Corporate Card.
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**USING MY OWN CAR GUIDANCE CARD**

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| **TOPIC** | **GUIDANCE** |
| **Commuting Expenses** | Mileage, fuel, parking, and tolls incurred commuting to and from work at your assigned work location during regular business hours are not considered reimbursable.  |
| **Driving to the Airport/Train Station** | When driving to the airport/train station for Company business, mileage and tolls are allowed for reimbursement only if it is not part of your standard commute.  |
| **Parking and Tolls** | * **Reimbursable with Receipts:** Parking fees and tolls incurred while traveling on Company business.
* **Not Reimbursable:** Parking and tolls for travel to and from work at the assigned office location.
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| **Traffic Fines** | Parking or moving traffic violations are not reimbursable. Exceptions require business CFO and Senior HRM approval. |

**INCURRING OTHER BUSINESS-RELATED EXPENSES GUIDANCE CARD**

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| **TOPIC** | **GUIDANCE** |
| **APPROVED FOR REIMBURSEMENT** |
| **Combining Company and Personal Travel** | * You may extend a Company business trip to include personal travel. In these instances, both you and the T&E Approver must exercise care to avoid the appearance of unnecessary or poorly timed business travel to finance a personal trip.
* Weekend stays are considered business travel only if business is conducted over the weekend.
* You must use personal credit cards to pay for any expenses related to the personal portion of the trip. If you need to reimburse the Company for commingled charges made on a Corporate Visa card, expenses should be marked as “Personal” in Concur.
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| **Gym Costs**  | You may be reimbursed for gym costs (day pass only) while traveling for business. Employees should use a hotel gym if possible before incurring fees elsewhere. Gym membership and packages are not reimbursable.  |
| **Immunizations** | If immunizations or inoculations are required for business travel, they are reimbursable. COVID tests are not reimbursable (except in the event of workplace exposure in certain jurisdictions). |
| **Internet Services** | * Hotel Wi-Fi
* Airplane Wi-Fi (subscriptions are not reimbursable)
* Airport or other “hot spots” for wireless internet connection

**Not Reimbursable:** Internet services at employee’s homes (excluding Fully Remote employees in select jurisdictions as outlined in the [Remote Worker Expense Reimbursement Policy](https://www.nbcunow.com/company-policies-code-conduct/remote-work-policies)). |
| **Laundry and Valet** | Reasonable laundry and dry-cleaning expenses are reimbursable business expenses on trips for four or longer consecutive nights. Reasonable clothing pressing expenses are reimbursable on trips longer than two consecutive nights. The maximum amount allowed is up to $100 for each occurrence, respectively. |
| **Office Supplies / Travel Accessories** | Out-of-pocket purchases for office supplies (stationery, postage) are generally reimbursable expenses if they are bona fide business expenses. Additionally, employees based outside of the US who do not have access to a central purchasing system may also expense office supplies with their manager’s approval. Any purchase greater than $25 should be accompanied by a receipt.  |
| **Personal Property Loss/Damage** | Pending Manager approval, you will be reimbursed for personal property (necessary for the purpose of a business trip) that is lost or damaged due to fire, theft, or natural disaster while traveling on business, unless the loss or damage is due to lack of care on your part. An explanation of the incident and appropriate documentation to substantiate the loss, such as a police report, must be submitted for reimbursement in Concur.  |
| **Professional Licenses** | Professional licenses required for an individual’s job standing (i.e. required for the employee to perform their basic job responsibilities – such as state licensing for CPA or JD).  |
| **Telecommunication Charges During Travel** | * Mobile phones should be used whenever possible. Phone calls made directly from a hotel phone are prohibited due to the high access charges.
* When travelling overseas, you must submit a request via [ServiceNow](https://nbcu.service-now.com/nbcusp) to ensure that an international rate plan is in effect.
* Charges for business-related calls and reasonable charges for personal calls while out of the office are reimbursable. Telecommunications services include telephone calls, cell phone, and fax charges.
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| **Tips** | * Reasonable tips for taxis/Uber/Lyft, restaurant meals etc. can be added to the NBCU Corporate card charge after the initial total is presented.
* Reasonable tips for porters, baggage handling, housecleaning or similar services are reimbursable business expenses. Cash tips must be documented and submitted via Concur. “Out of pocket” expenses incurred via personal credit card/cash are reimbursed via employee payroll.
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| **Travel of a Spouse for a Company Event** | Rarely, the travel and presence of your spouse or domestic partner serves a bona fide business purpose. A business purpose for spousal/domestic partner attendance must be approved in advance by the Business CFO and Human Resources team. There is specific documentation required, including listing a partner’s business-related activities which support tax reporting requirements.  |
| **NOT APPROVED FOR REIMBURSEMENT** |
| **Adult Entertainment** | Not reimbursable in any circumstance. NBCU does not permit the purchase of adult entertainment while conducting Company-related business or travel. “Adult entertainment” is defined as nightclub type entertainment that includes shows or other activities with overtly sexual content (e.g., topless bars, strip clubs, etc.) or adult movies.  |
| **Home-Share Accommodations**  | Use of home-share accommodations such as Airbnb, VRBO, etc. is prohibited.  |
| **Gifts** | Gift cards that are a cash-replacement, i.e., Visa, MasterCard, American Express. |
| **Hotel Charges** | * Hotel “no show” charges are not reimbursable, except upon the approval of your Manager. You are responsible for canceling rooms if plans change.
* In-room movies at hotels
* Hotel “land line” phone usage that incurs charges
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| **Internet Services** | Internet services at employee’s homes are not eligible for reimbursement (excluding Fully Remote employees in select jurisdictions as outlined in the [Remote Worker Expense Reimbursement Policy](https://www.nbcunow.com/company-policies-code-conduct/remote-work-policies)). |
| **Medical Expenses** | The Company maintains health and workers’ compensation insurance and any claims must be processed through those channels. Incidental costs for medication or medical treatment while traveling on Company business are not reimbursable via T&E. The claim process should be coordinated with your HR partner. COVID-19 tests are no longer reimbursable (except in the event of workplace exposure in certain jurisdictions). |
| **Passports** | Travel passports, renewal fees, and expedited fees without manager and finance pre-approval. |
| **Periodical/Newspaper Subscriptions**  | Magazine and newspaper subscriptions are a non-reimbursable personal expense unless approved by an employee’s supervisor and directly related to their job function. |
| **Personal Items** | Clothing, haircuts, cosmetics/make up, drugstore items, personal reading material, theater tickets, or other personal amusements. |
| **Personal Property Damage** | * Personal Items such as cameras and jewelry that are not required for business purposes and should be covered by personal homeowners’ or supplemental insurance.
* Luggage or briefcases damage caused by normal wear and tear or baggage handlers. Damaged bag claims should be made directly with the carrier.
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| **Professional Memberships** | Professional memberships that are not required for an individual’s job standing (i.e. “nice-to-have” designations associated with an employee’s profession/discipline). |
| **Service Subscriptions** | Streaming service subscriptions (Netflix, Hulu, etc.) are a personal expense unless pre-approved by the Business CFO and documented in Concur with the clear business reason. Note: Peacock is accessible to US-based employees through [NBCU registration](https://direct-to-consumer.nbcuevents.com/).  |
| **Spa Services** | Spa services. Spa gifts for clients must follow the [*Global Commercial Gifts and Business Entertainment Policy*](https://www.nbcunow.com/tools/gifts-and-business-entertainment). |
| **Other expenses that are not** **reimbursable, not limited to:** | * Airline club dues or fees
* Airline wi-fi subscriptions
* Credit card or Airline Reward program dues
* Babysitter fees or childcare costs (benefits-eligible employees have access to childcare programs via [myBenefits](https://fss.inbcu.com/fss/idp/startSSO.ping?PartnerSpId=ComcastNBCU-prod.sso.ehr.com&TargetResource=/Comcast-NBCU))
* Sightseeing expenses
* Pet sitting fees or pet care costs
* Gym memberships
* Social club fees or memberships
* Fees related to “rewards” programs
* Technology equipment not requested through ServiceNow
* Office supplies not purchased through Purchase Manager
* Items that are purchased through established Accounts Payable vendors and should be paid via Accounts Payable
* Commuting expenses between employee’s home and routine office location
* Individual employee meal while working at your assigned work location
* Parking and traffic violations/tickets
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**Managing Expense Reports Guidance Card**

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| **TOPIC** | **GUIDANCE** |
| **Training** | To learn how to use Concur for expense reports, go to the [NBCU travel website](https://travel.nbcuni.com/) or [attend T&E training](https://travel.nbcuni.com/node/1984). |
| **Receipts** | * Hotel folios (must be in local currency) and itemized rental car receipts are required, regardless of the amount of the charges.
* Scanned/faxed images are required for all travel within the U.S. Original (paper receipts) are required for European hotel stays, rental cars, and certain meals for VAT reclaim.
* All food and beverage expenses above $250 USD or local equivalent (inclusive of taxes and tips) require the submission of both a signed receipt and a detailed (itemized) receipt. This includes business meals and/or business entertainment with clients, vendors or employees. An itemized receipt must show what was ordered at the meal. A signature receipt includes the subtotal, total amount, tip and signature. This is a global requirement.
* For taxis, Uber/Lyft and car service, the destination and purpose of each ride must be indicated on the expense report.
* Any expenses that are greater than or equal to $250.
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| **US-based Guidelines** | * Receipts for cash items less than $25 are not required.
* Expenses incurred outside of the United States:
	+ Original paper receipts are required for VAT reclamation purposes.
	+ Concur will prompt you for receipts from those required countries, [view FAQs for details.](https://travel.nbcuni.com/accordion/te-policy-faqs)
	+ All hotel bills must be addressed to NBCUniversal Media LLC - not your home address.
	+ All hotel, meal and car rental original paper bills with vendor VAT number and invoice number must be mailed to NBCUniversal Travel (30 Rockefeller Plaza, Campus 620 – Suite 434-4, New York, NY 10112).
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| **Non-US-based Guidelines** | * Receipt requirements for expense documentation can vary depending on the country or business unit where the employee is based. For most countries, all expenses require a receipt, regardless of amount.
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| **Missing Receipts** | * If a receipt is required (i.e., hotel, car rental, restaurants) reach out to the vendor and request a copy of the receipt.
* If a valid receipt cannot be obtained from the merchant, the Missing Receipt Declaration found under the “Manage Receipts” tab in the expense report must be completed and uploaded to the expense report.
	+ This form cannot be used for Hotel or Car rental expenses. You must request a replacement from the vendor.
	+ An expense delegate can create the expense report, however the employee must add Missing Receipt Declaration; the traveler will need to acknowledge and submit the expense report for approval and processing.
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