



## Travel Requirements for Carestream **Non-employees** Van Zile Travel Service

When Carestream Health Inc. reimburses a non-employee for actual travel expenses, the non-employee must use Carestream's corporate travel program. All arrangements must be made through Van Zile Travel at 1-800-836-8110 (**7:30 a.m. – 7:00 p.m. Eastern Time**, Monday - Friday). Van Zile will handle all arrangements for air, hotel, and car rental, taking full advantage of Carestream's corporate discounts (when appropriate). When calling Van Zile, the non-employee must advise they are traveling on behalf of Carestream, and provide their company name.

Van Zile must have authorization from Carestream that the non-employee is approved to utilize Carestream's corporate discounts. If the travel is to be repetitive, the Non-Employee On-Line Traveler Profile must be completed by the non-employee before travel can commence. Non-employees are to first complete the information requested from the following link to get an assigned a Member ID to access the on-line profile: <https://vanzile.com/memberid/carestream.asp>

Once the Member ID request has been submitted, a confirmation email will be generated with a login ID, and instructions on how to complete the on-line profile. If the travel is a one-time event only, the non-employee must give Van Zile the name and phone number of the authorizing Carestream sponsor. Van Zile will contact the Carestream sponsor for verification in parallel with making the travel reservations.

All **air** reservations will be charged directly to Carestream. The non-employee will not be responsible for invoicing expenses for air and related reimbursement. Carestream does expect that the non-employee will retain source documents related to such air travel for a period of one year after the actual travel date, and include copies of such itemized expenses when submitting routine reimbursement invoices. The Non-employee is responsible for paying all hotel and car expenses at the time services are provided. The Non-employee must provide a credit card number to Van Zile to guarantee the hotel reservation.

For reimbursement of hotel, car, baggage fees and other authorized expenses, the Non-employee's itemized invoice must reference the project specific Carestream Purchase Order number and be submitted to the Accounts Payable address designated on the Purchase Order. Receipts for all expenses of \$75 or greater must be included with the invoice. Carestream also reserves the right and may audit all or any expenses. All expenses are subject to Carestream approval. *Please note:* Non-employees will have the option of not submitting itemized receipted expenses for meals, and miscellaneous expenses, and utilize IRS per diem reimbursement guidelines. Please discuss with your Purchasing Commodity Manager should you desire to use this option.

The Carestream sponsor responsible for the relationship with the travelling Non-employee may be contacted by Van Zile. This is to confirm, as indicated previously, that the Non-employee is authorized and therefore the airfare ticket charges will be placed on Carestream's Corporate Travel credit card. The Carestream sponsor is required to provide Van Zile and/or the Non-employee the correct charge number/cost center for the airline charges. The sponsor will also be contacted by Van Zile to approve



any arrangements that are outside of the Carestream Travel Policy, such as an exception for other than lowest cost fare when it makes good business sense (see section on **Airfare**). The Purchasing Commodity Manager setting up this relationship with the supplier should also advise the Carestream sponsor of this process.

- **Airfare.** As with Carestream's own employee base, Carestream may only approve the lowest applicable coach airfare available. Van Zile will offer the lowest fare available, including advance purchase, non-refundable fares, etc. In the event that a non-refundable ticket is purchased and canceled, Carestream will not be responsible for the change fee or any additional fare collected unless the cancellation is Carestream initiated. It is expected the Non-employee will obtain tickets at least two weeks in advance of planned travel in order to obtain the lowest priced airfares.
- **Hotel.** Van Zile will confirm hotel reservations consistent with Carestream's preferred hotel program. Standard rooms will be provided. Should suites be selected, Carestream will reimburse up to the room rate for standard rooms. Room service, mini-bar, laundry/valet services, in-room movie rentals and telephone charges will not be reimbursed.
- **Car Rental.** When car rentals are necessary, Van Zile will make arrangements for a mid-sized car with National or Enterprise Car Rental or the Non-employee's preferred car rental company (provided rates are comparable to Carestream's preferred rate with National or Enterprise). Insurance is included in Carestream's Car Rental contracted rate. Drivers must be 21 years or older, must have a major credit card in their own name, and must have a clean driving record. It is expected the fuel tank will be topped off prior to return of the vehicle.
- **Other ground transportation.** Allowance is made for personal vehicle use to travel to and from the Non-employee's airport where travel is over 50 miles one way to and from the departing airport. Personal vehicle mileage over 50 miles one-way will be reimbursed at the IRS issued mileage reimbursement rate. Refer to the Corporate Travel Portal ([travel.CarestreamHealth.com](http://travel.CarestreamHealth.com)), US & Canada FAQ section, for the current rate. Airport parking fees will be reimbursed. Taxi service to and from airport and to and from the hotel to a Carestream facility will be reimbursed. Private limousine service will not be reimbursed unless rates are comparable to or less than a taxi and for some reason taxi service is not available.
- **Meals.** Reasonable meal expenses will be reimbursed up to \$40/day in the Rochester, NY area. Regular federal per diem guidelines will apply in other cities.
- **Tipping.** Reasonable and customary tipping associated with hotel, meals, ground transportation, etc, is reimbursable.
- **Non-reimbursable items.** Limo services, any personal services, and any other services provided without prior approval of Carestream.



**CARESTREAM COMPANY / VAN ZILE TRAVEL SERVICE  
NON-EMPLOYEE INFORMATION SHEET**

**Hours:** Monday – Friday 7:30 a.m. - 7:00 p.m. Eastern Time

**Telephone:** 585-244-1100 or 800-836-8110

**Lead Agents:** Dee x2792, [dee@vanzile.com](mailto:dee@vanzile.com)  
Erin x2770, [erin@vanzile.com](mailto:erin@vanzile.com)  
Emily x2767, [emily@vanzile.com](mailto:emily@vanzile.com)  
Peggy x2790, [peggy@vanzile.com](mailto:peggy@vanzile.com)

**Emergency Service:** 4-Help-Now Emergency Service is available when the office is closed. --  
877-4-Help-Now or 877-443-5766

**4-Help-Now** is an emergency service operated by a combination of experienced Van Zile Travel agents and a third party emergency service provider hired by Van Zile Travel. The 4-Help-Now team is connected to Van Zile's system via a modem and special phone lines. A unique toll-free emergency number will be listed on all domestic itineraries (including Canada and Mexico), and a separate direct line for all international itineraries regardless of the country(s) you are visiting, for overseas travel will be included on your final itinerary.

**E-mail Reservations:** To initiate a reservation via e-mail, send a message to [CarestreamHealthtravel@vanzile.com](mailto:CarestreamHealthtravel@vanzile.com) stating your dates, destination, hotel and car needs.

**Tickets:** 98% + tickets are electronic. When traveling with *just* a carry-on, proceed to the electronic check-in machines for your airline, swipe any credit card (for ID only, no charges will be processed) or your airline frequent flyer card to obtain a boarding pass. You can also log on to the airlines' web sites up to 24 hours prior to departure and print your boarding pass from your home or office. You must present your boarding pass and government issued photo ID (driver's license, passport, etc.) to enter into security. When checking luggage, present your boarding pass and ID to the airline agents at the main check-in and they check in your luggage via security. **Van Zile will send paper tickets via an overnight service if applicable.**

**Unused Tickets:** Please advise Van Zile when the traveler has not taken a flight. Van Zile will print out the electronic coupons and refund, exchange, or file them appropriately. Please mail Van Zile any partially or wholly unused paper tickets. While the gate agents for the airlines may say that a ticket has no value, this is often not true. They may determine a credit *is* due!

Should you experience any problems, contact one of the following:

- Heather Persechino, Van Zile Travel Account Manager , 585-697-2754, 800-836-8110, [heather@vanzile.com](mailto:heather@vanzile.com)
- Your Carestream Purchasing Commodity Manager