



**United Services Automobile Association**

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**USAA Supplier Expense Guidelines & Requirements  
Enterprise Third Party Risk Management (ETPRM)**

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April 25, 2025

Version 2.1



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## **Overview**

USAA intends to effectively manage its' project costs to support USAA's goals of remaining competitive in the marketplace and safeguarding the assets of its members. Since business travel represents one of USAA's most manageable operating costs, these expenses need to be effectively controlled. USAA expects that its Suppliers, Consultants and/or Contractors will use reasonable efforts to obtain economical and appropriate travel and living arrangements while conducting USAA business. While guidelines for reasonable reimbursable expenses have been identified, it is impossible to anticipate every situation that may be encountered. For this reason, all unusual or unique expenses must be reviewed and approved by USAA prior to incurring the expense. Travel and accommodation suppliers, who have an arrangement with your organization and offer discounts, should be used for airline, hotel and car rental.

### **Purpose**

This job aid is to be used to guide Suppliers, Consultants and/or Contractors in making sound business decisions to effectively manage costs when traveling.

### **Point of Contact**

The point of contact for this job aid and guidance is 3RD PARTY COE at <3RDPARTYCOE@usaa.com>



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## 1. Transportation

### 1.1. Travel & Airfare

Travel arrangements should be made in the most economical and appropriate manner. Suppliers should maximize the opportunity for discounts by making travel arrangements early (three weeks in advance is recommended). Class upgrades due to available space are not permitted. Suppliers should use every opportunity to use their corporate discounts. Suppliers cannot use USAA Travel to book their travel; exceptions require Executive Management Group (EMG) approval.

USAA expects that its Suppliers will secure the most reasonable and economical airfares available at the time of booking. Also, USAA expects the Supplier to take connecting flights to destination, pick a special negotiated airfare/air carrier whenever available, use restricted and special condition fares, such as non-refundable tickets wherever practical, and select discounted coach class fares in lieu of upgradeable full fare coach fares. Suppliers will travel Coach Class. In no case will USAA reimburse the Supplier for first-class or business-class travel, or for any upgrades on air travel.

If Supplier desires to utilize a private vehicle traveling from distances greater than a 100 mile radius of USAA, USAA will reimburse Supplier mileage at the most current IRS rate, for travel to and from home base. USAA will not reimburse for mileage greater than the airfare expense for the same travel distance.

USAA monitors published airfares on a routine basis and expects that reimbursable air travel will be consistent with published coach class advance purchase rates (7-day, 14-day, and 21-day as appropriate). When USAA requires the Supplier to travel with less than seven (7) days' notice, airfares will be consistent with published coach class rates.

For longer-term assignments (those exceeding one month duration), the Supplier should consider securing a one-way ticket for the initial trip to USAA and the final trip home, and round-trip tickets that include a Saturday stay-over for the remaining trips. USAA will only reimburse airfare between the Supplier's residence city, or nearest major airport location, in the United States and the USAA work location. Alternatively, and at Supplier's request, USAA will pay the airfare for Supplier to travel, or depart from, a different location including costs for any additional stopovers, flight segments, only if the airfare is at a lower rate than from the USAA location to Supplier's residence. USAA will only reimburse trips home for no greater than one round trip airfare per person every two (2) weeks and only if Supplier is greater than 200 miles from Supplier's home base, unless specific travel requirements have been negotiated contractually for the engagement. Local Transportation, Rental Cars, and Parking

USAA encourages Suppliers to take advantage of complimentary shuttle services when available. Upon request, preferred hotels may offer shuttle services between the hotel and USAA offices.

USAA expects that Suppliers will use the most reasonable and economical method to travel to/from their "home" airport. For trips of more than 3 (three) days duration, it may be more economical to utilize local taxi service, rather than parking a private automobile at the airport. If airport parking is used, only long-term parking rates will be reimbursable.

When multiple individuals from the same Supplier are assigned to the same project, USAA expects that rental cars will be shared. Unless otherwise agreed, one (1) rental car is authorized for every four (4) individuals working on assignments one week or longer. When three (3) or more individuals are assigned, a full-sized car is authorized. For less than three (3) individuals, a mid-sized car is authorized. Upgrades on rental cars are not reimbursable.

Under no circumstance will USAA reimburse the Supplier for non-business-related parking or any traffic violations, towing fees, or impound expense.

## 2. Accommodations & Per Diem

Travel expenses are based on the total value of the contract as long as they do not exceed the travel budget that was initially negotiated while Supplier is located at the San Antonio, TX locations, and outside a 75-mile radius from home base. This includes lodging accommodations, meals, and incidentals. Hotel mini-bar, fitness facility charges, gift shop purchases, laundry/dry cleaning, hairdresser, shoeshine, in-room movies, are not reimbursable expenses. **All** travel expenses are to be reasonable, economical and appropriate.



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### **3. Meals & Entertainment**

Meals are covered as part of the short term and long term rates. Alcoholic beverages are not to be expensed. Under no circumstances will a Supplier be reimbursed for any entertainment or meal expenses involving a USAA employee.

