



9800 Fredericksburg Road
San Antonio, Texas 78288

USAA SUPPLIER EXPENSE GUIDELINES & REQUIREMENTS

I. General

USAA intends to effectively manage its project costs in order 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 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.

II. Transportation

A. 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 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 written authorization is provided by the USAA project manager.

B. Local Transportation, Rental Cars and Parking

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

USAA expects that Suppliers will use the most 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.

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

III. Accommodations & Per Diem

USAA will only pay a "per diem" rate, equal to the daily rate posted in the General services Administration per diem schedule at www.gsa.gov/perdiem, while Supplier is located at the San Antonio, TX locations, and outside a 75-mile radius from home base. The per diem 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. The following San Antonio hotels provide discount rates to USAA, which Suppliers may utilize if they so desire:

Recommended Lodging Accommodations in San Antonio, TX (Standard Hotels):

ALOFT SAN ANTONIO AIRPORT

838 NW Loop 410
San Antonio, TX 78216
Phone: 210-541-8881
USAA Office – 4.5 miles

COURTYARD MED CENTER MARRIOTT

8585 Marriott Drive
San Antonio, TX 78229
Phone: 210-614-7100
USAA Office – 1.6 miles

COURTYARD SIX FLAGS MARRIOTT

5731 Rim Pass Drive
San Antonio, TX 78257
Phone: 210-558-7774
USAA Office – 4.5 miles

DRURY INN AND SUITES NORTHWEST

9806 IH 10 West
San Antonio, TX 78230
Phone: 210-561-2510
USAA Office - 1 mile

EMBASSY SUITES SAN ANTONIO NW

7750 Briaridge
San Antonio, TX 78230
Phone: 210-340-5421
USAA Office – 2.7 miles

FOUR POINT SAN ANTONIO AIRPORT

8818 Jones Maltzberger
San Antonio, TX 78216
Phone: 210-348-9960
USAA Office – 5.7 miles

HAMPTON INN SUITES SAN ANTONIO

11426 IH-10 West
San Antonio, TX 78230
Phone: 210-697-8901
USAA Office – 0.5 mile

HILTON GARDEN INN SAN ANTONIO, THE RIM

5730 Rim Pass Road
San Antonio, TX 78257
Phone: 210-696-3500
USAA Office – 4.5 miles

HOMEWOOD SUITES NORTHWEST

4323 Spectrum One
San Antonio, TX 78230
Phone: 210-696-5400
USAA Office - 2 miles

HYATT PLACE NORTHWEST

4325 Hyatt Place Drive
San Antonio, TX 78230
Phone: (210) 561-0099
USAA Office - 1.5 miles

LA QUINTA INN & SUITES

4431 Horizon Hill
San Antonio, TX 78229
Phone: (210) 525-8090
USAA Office - 2 miles

OMNI SAN ANTONIO AT COLONNADE

9821 Colonnade Boulevard
San Antonio, TX 78230
Phone: 210-691-8888
USAA Office – 0.8 mile

RESIDENCE INN SIX FLAGS MARRIOTT

5707 Rim Pass Drive
San Antonio, TX 78257
Phone: 210-561-0200
USAA Office – 4.5 miles

SAN ANTONIO MARRIOTT NORTHWEST

3233 NW Loop 410
San Antonio, TX 78213
Phone: 210-377-3900
USAA Office – 3.0 miles

SPRINGHILL SUITES SIX FLAGS MARRIOTT

11426 IH-10 West
San Antonio, TX 78230
Phone: 210-697-8900
USAA Office – 0.7 mile

STAYBRIDGE SUITES NORTHWEST COLONNADE

4320 Spectrum One
San Antonio, TX 78230
Phone: 210-558-9009
USAA Office - 3 miles

STAYBRIDGE SUITES LA CANTERA

6919 North Loop 1604 West San Antonio, TX 78249
Phone: 210-691-3443
USAA Office - 4 miles

TOWNPLACE SUITES BY MARRIOTT

5014 Prue Road
San Antonio, TX 78230
Phone: (210) 694-5100
USAA Office - 1/2 mile

IV. Meals & Entertainment

Meals are covered as part of the short term and long term per diem rates.

Under no circumstances will a Supplier be reimbursed for any entertainment or meal expenses involving a USAA employee.