



KAISER PERMANENTE®

OneCard User Guide Concur Expense



concur™
TECHNOLOGIES

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Travel & Expense Operations
<http://kpnet.kp.org:81/ecom/te/>

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1 Program Overview

Introduction



Welcome to the Kaiser Permanente Concur OneCard Program!

The OneCard is a MasterCard® issued by JP Morgan Chase, Commercial Card Services. The OneCard can be used like any MasterCard® credit card, subject to the guidelines described in this User Policy and Uniform Accounting Policy & Guidelines – Corporate Travel & Expense, policy number 15.C. The costs associated with the OneCard Program are minimal. Kaiser Permanente pays no annual card fees or transaction fees.

To be eligible for a OneCard you **must** be a Kaiser Permanente employee paid through the KP payroll system(s). Temporary employees, contractors and consultants are **not** eligible for a OneCard.

The purpose of the OneCard Program is to streamline and simplify requisitioning, purchasing and payment processing for selected goods, services and travel expenses. The OneCard shortens the process and reduces paperwork associated with the formal purchasing and payment processes, such as purchase orders, invoices, petty cash, vouchers, check requests, expense reports. Like any other company related purchase consideration must be given to national or local supplier contracts when using the OneCard.

Kaiser uses an electronic expense reporting system called Concur. Concur is a hosted web based application that automates the processing of all card transactions and “out of pocket” expenses. Concur will automatically populate card transactions daily for review and processing by the cardholder. You will also be able to check the status of your expense report at any time during the process.

The OneCard offers many advantages and benefits to Kaiser Permanente but the success of the Program depends on each individual Cardholder. Please take time to read the following information carefully — you are responsible for complying with the policies and procedures in this Policy!

This policy provides you with the information needed to use a OneCard successfully and appropriately. It includes the following specific details of the OneCard Program:

- **General Guidelines**
- **Cardholder Responsibilities (i.e. submission times)**
- **Approving Manager Responsibilities**
- **Transaction Processing**
- **Record-Keeping**
- **Customer Service Information**

If you have questions regarding this Program, please contact your local OneCard Administrator.

To obtain additional copies of this User Policy or more information about the OneCard Program, visit our website at <http://kpnet.kp.org:81/ecom/teo/onecard.htm>. <http://kpnet.kp.org:81/ecom/teo/policies.html>

2 General Guidelines

Card Usage

The OneCard is provided to eligible employees **for business use only** to purchase goods, services and travel/entertainment expenses as outlined in this Policy. The OneCard will only be issued in accordance with the Approving Manager's Funds Disbursement Authorization (FDA)** level.

Abuse of OneCard policies will lead to disciplinary actions as outlined in the *Cardholder and Approving Manager Agreement* that was signed by the employee (cardholder) and their Approving Manager.

Personal Credit and Liability

The Cardholder's personal credit is not affected by the use of the OneCard or the application process. The personal information required when completing the application is for JP Morgan Chase's security purposes only.

Although your personal credit will not be affected, it is your responsibility to dispute any incorrect charges. For more information on disputed charges, please see "Processing Your Transactions" (Section 10) of this Policy.

Note: As stated on the *Cardholder & Approving Manager Agreement* (Appendix A), personal use of the OneCard or willful violation of the policies applicable to this card may result in disciplinary action up to and including termination and civil or criminal prosecution. All OneCard transactions are monitored and audited by the Travel & Expense Operations Department.

**FDA: Specific action taken to give an individual permission to act to bind the organization to certain financial consequences within specified limits. A Funds Disbursement Authorization (FDA) form documents a person's level of approval authority including dollars and account codes. The person who has an approved FDA form is known as a FDA Delegate. The Approving Manager must be a FDA Delegate for the general ledger code and the single purchase dollar limit assigned to the OneCard.

3 Roles and Responsibilities

Cardholder

Employees who have been issued a OneCard may use it to purchase business-related goods, services and travel and entertainment expenses as outlined in *Authorized and Unauthorized Purchases* (Section 8-9).

Transaction limits, dollar amount per transaction and month, number of transactions per day and month, and other restrictions are pre-determined based on the department's requirements. When necessary, exceptions can be made by the employee's manager and the Travel & Expense Operations department.

The Cardholder will:

- Use the card as the preferred method of payment in accordance with all national, divisional, and local contracts, Concur OneCard User Guide 2006, National Travel Policy 2005, California Division Policy 20-4 and internal policies or procedures of the department.
- Provide an appropriate level of security by:
 - safeguarding the card and card number carefully
 - reporting lost or stolen cards to the Bank immediately
 - dispute incorrect transactions with the Bank immediately
- Comply with all record-keeping and Concur processing procedures as detailed in *Processing Your Transactions* (Section 10).
- Ensure that the card account is not transferred or used by anyone other than the assigned cardholder.

Approving Manager

Managers who have authorized their employees to use the OneCard are responsible for ensuring compliance with all policies and procedures governing the card's use.

Managers will:

- Establish limits and restrictions on each Cardholder's account.
- Ensure that the employee submits their transactions on an expense report in a timely manner as detailed in *Processing Your Transactions* (Section 10).
- Ensure the security of cards and records.
- Review the Cardholder's transactions and receipts to ensure proper usage and approve the expense report.
- Correct or report any inappropriate transactions.
- Notify the OneCard Administrator of any Cardholder changes i.e. general ledger number, department transfer, change in manager, employee leave of absence and employee termination.
- Consider any automatic payments and make the necessary changes with the supplier if the cardholder is terminated, transferred or is on leave.
- Approving Managers are responsible for processing outstanding expense reports for employees on leave or terminated. Contact your OneCard Administrator for further instructions.

4 OneCard Characteristics

Card Appearance

The OneCard is a MasterCard® issued by JP Morgan Chase. The Kaiser logo and the word “COMMERCIAL” appears on the face of the card. The account number is a 16 digit number; each card is assigned a 4-digit expiration date consisting of a 2-digit month and a 2-digit year (e.g. 05/06 is May 2006; this card will be valid until May 31, 2006). It is imperative that the correct expiration date is used when placing an order.

Tip: Keep your Kaiser OneCard MasterCard separate from your personal credit cards to prevent the unintentional use of the Kaiser OneCard for personal purchases.

Cardholder Limits

The OneCard is set up with controlled categories for goods and services and travel expenses and can be limited to goods and supplies or Travel expenses only. The default limits are as follows:

California Region	Program Office
200 Transaction per Billing Cycle	200 Transaction per Billing Cycle
20 Transactions per day	20 Transactions per day
\$5,000 Billing Cycle Dollar unit	\$5,000 Billing Cycle Dollar unit
\$1,000 Single Purchase Dollar Limit	\$2,500 Single Purchase Dollar Limit
Blocked Merchant Category Code (MCC) limits types of purchases allowed (i.e. antique shops, boat dealers, massage parlors, etc.)	Blocked Merchant Category Code (MCC) limits types of purchases allowed (i.e. antique shops, boat dealers, massage parlors, etc.)

KPIT
200 Transaction per Billing Cycle
20 Transactions per day
\$5,000 Billing Cycle Dollar unit
\$2,000 Single Purchase Dollar Limit
Blocked Merchant Category Code (MCC) limits types of purchases allowed (i.e. antique shops, boat dealers, massage parlors, etc.)

General Ledger Account Codes

Kaiser Expense Codes (called Expense Types in the Concur application) are predetermined and mapped to the supplier’s MCC Code. The supplier’s MCC code is established by the supplier’s bank. The MCC codes are mapped to an “expense type” in Concur. See Concur Expense Type Glossary, Exhibit B..

5 OneCard Procedures

Getting Started

Before using your OneCard, the account requires activation and a signature:

1. Call the JP Morgan Chase Activation Center at 866-602-8170 to activate the card account. The activation telephone number is also referenced on a label attached to your new card. The card can not be used until activation takes place.
2. Sign your name on the white signature strip on the back of the card.

Cardholder Account Change or Cancellation Request

To make the following changes please fill out a change request form (appendix. #?) and have your approving manager e-mail it to TEO.Cust.SVC@kp.org or call your OneCard administrator at 1-866-801-0002

- ◆ Approving Manager Change
- ◆ General Ledger Code (entity, location, cost center) Change
- ◆ Single Transaction or Cycle Limit Increase or Decrease
- ◆ Address or Telephone Number Update
- ◆ Account Cancellation
- ◆ Employee on extended leave

6 Using the OneCard

Placing an Order

- Provide the supplier with a ship-to address.
- Reference the Cardholder's name in the "Attention To" line of the ship-to address.
- Use "credit card" as the purchase order number.
- Instruct supplier to send the invoice to the cardholder; **do not send invoices to Accounts Payable.**

The Cardholder must retain all original sales receipts, MasterCard® charge slips, or shipping notices. When processing your transactions in Concur you will be prompted and required to fax receipts to the Concur Imaging Service. We recommend that the Cardholder retains the receipts for record keeping for a minimum of one year.

In-Person Purchases

When making a purchase in person, present the OneCard to the cashier. The cashier will either swipe the card through a point-of-sale terminal or call the transaction into MasterCard® for authorization. If the transaction parameters are met, the sale will be approved. The Cardholder must sign the charge slip and retain it along with the receipt that provides details of the items purchased, the price, and any taxes applied. If required both the receipt and charge slip should be faxed to the Concur Imaging Service.

Telephone, Fax or Mail Order Purchases

When placing a purchase by telephone, fax, or mail order, provide your full telephone number with area code and a "ship to" address with an "Attention To" the cardholder. Request a confirmation receipt be mailed or faxed directly to the Cardholder. The confirmation receipt should include quantity, description, sales tax and total dollar amount of the order. We recommend retaining any packing slip or registration form in addition to a receipt.

Internet Purchases

If using the Internet to place an order, ensure it is a secured site. A secured site will display a lock icon or provide detailed information on being a secure site. Print out both the detail of the purchases made (typically this will be shown before the Cardholder goes through the "check out" process) and the transaction confirmation number. The confirmation receipt should include quantity, description, sales tax and total dollar amount of the order.

Transaction Decline

Occasionally an order may be declined at the point of sale. The decline may be for one of the following reasons:

- The supplier is using the incorrect account number or expiration date
- The transaction amount exceeds the single or cycle dollar limit
- The supplier is a restricted Merchant Category Code
- The card was suspended or cancelled for outstanding expense report(s). Call JP Morgan Chase Customer Service at 1-800-316-6056 to determine the reason for the decline. The phone number is printed on the back of the card.

Returning Merchandise

Cardholders are responsible for managing returns/exchanges directly with the supplier, as well as ensuring proper credit is received on the OneCard account. Here are some easy steps to follow:

- Contact the supplier for instructions on how to return the product or an order.
- Request a shipping address to return the product to and if available a return authorization number to reference on the shipping label.
- Request a faxed or mailed credit confirmation receipt from the supplier.
- A confirmation receipt should reference the product description and credited dollar amount.
- Credits must be applied to the original OneCard account.

7 Prohibited Behavior

The following is considered prohibited behavior:

- Personal purchases
- Sharing a OneCard account
- Splitting a transaction
- Revolving credit accounts

Personal Purchases are Prohibited

Personal use of the OneCard is prohibited and may result in disciplinary action up to and including termination and civil or criminal liability. Personal purchases count as one violation (strike) of the OneCard Policy.

Personal expenses when incurred as part of business travel that are charged unavoidably on the OneCard must be identified and reimbursed via a personal check made payable to Kaiser Permanente for the full amount of the personal expenses. Fax a copy of your check along with your receipts to Concur. Attach the original check to a copy of your Receipt Fax Cover Page and send to: Travel & Expense Operation - Annandale II, 815 W. Colorado Blvd. Los Angeles, CA 90041

Sharing a OneCard Account is Prohibited

The OneCard is assigned to a specific Cardholder and cannot be transferred, assigned, or used by anyone other than the Cardholder or his or her designated representative. Sharing a OneCard account is considered non-compliant to the OneCard Policy, which may result in card suspension and termination of employment. You may place an order for other workers within your department. However, the card number cannot be disclosed to others for their use.

Splitting a Transaction is Prohibited

If a single transaction dollar limit does not cover the total amount of a purchase, DO NOT split the transaction into multiple payments. To complete the purchase an increase in the Cardholder's "single transaction limit" is required. To request a temporary or permanent increase contact your OneCard administrator at 1-866-801-0002

Revolving Credit Accounts are Prohibited

Establishing a revolving credit account with gas stations, hardware, department and variety stores, such as Sears, Orchard Supply Hardware, and the Home Depot is prohibited. These types of purchases bypass our Regional purchasing process, creates additional processing costs for Accounts Payable and creates internal control issues. Regional Accounts Payable has been requested to block payment to these supplier types.

Three Strikes Rule

If any of the prohibited behaviors listed above occur 3 times the OneCard account will be cancelled. If the OneCard is suspended 3 times the card is cancelled. Or if any combination of prohibited behavior and suspensions occur 3 times the OneCard account will be cancelled. This is referred to the "three strikes rule", upon the third incident the card is cancelled.

8 Authorized Purchases

Authorized Purchases

The following items are authorized purchases on the OneCard. The OneCard Program is designed to allow Cardholders to purchase items needed during the course of business.

Kaiser Permanente has awarded contracts to selective local and national suppliers. For the best pricing, please place your order with these suppliers at all times. For all other commodities the Cardholder should consider the most appropriate source for goods and services.

To place an order or for general product information, please refer to the following:

- Directly contact the supplier
- Refer to MMS/TIMS for details on contracted products and supplier contacts
- Call Purchasing at (626) 405-5195 or 8-335-5195 for Southern California
- Call Purchasing at (510) 987-2135 or 8-427-2135 for Northern California

AUTHORIZED PURCHASES		
Type of Purchases	Description	Contracted Supplier or Comments
Books or publications		All
Cellular telephone	<ul style="list-style-type: none"> • Equipment, accessories • Repair service • Monthly fees 	Verizon Nextel AT&T
Computer upgrade hardware and supplies	Computer hardware less than \$1,000. After market upgrades, replacement parts and supplies less than \$1,000 (i.e., memory, hard drive, peripherals, ergonomic products, etc)	Dell Compaq CDW
Construction, Facilities, and Plant Services supplies	Lumber, glass, wallpaper, paint, industrial, electrical, warehouse and building supplies, etc. Any contracted individual must be within an incorporated company. No sole proprietors or individuals.	Subject to national or local contract
Construction building permit		All
Copy service	Quick copy service	Kinkos, non-contracted forms
Credential services	Physician data files	AMA, NPDB
Dues: memberships, subscriptions		All (<6 months)
Equipment rental	Medical & Non-medical short term rentals	All
Fees: class, seminar, license		All
Florist**	Employee or immediate family members only. For birth, bereavement, or hospitalization	All
Food services: cafeteria	Sysco and Alliant Food not allowed	Subject to national or local contract
Fleet vehicles	<ul style="list-style-type: none"> • Gasoline • Parts & service repair • Rental car, van, or truck 	No capital equipment
Gift Certificate	Must be for specific place of business	
Gifts: employee incentive awards or recognition**	Gift to employees over \$50.00 must be reported to Payroll	
Gift shop purchases for resale		All

8 Authorized Purchases

AUTHORIZED PURCHASES (cont.)		
Type of Purchases	Description	Contracted Supplier or Comments
Hearing aids/parts		Subject to national or local contract
Heating, air conditioning, plumbing, electrical services	Any contracted individual must be within an incorporated company. No sole proprietors or individuals.	Subject to national or local contract
Instrument repairs	Medical and Non-medical	Aesculap (800) 282-9000 V. Mueller (800)323-9088
Laboratory	<ul style="list-style-type: none"> Blood bank Chemicals 	American Red Cross Beckman (800) 526-3821 Ortho Diagnostics (800) 828-6316
Marketing	<ul style="list-style-type: none"> Member recruiting meetings Broker recruitment and support 	All
Meals: dining or catering (personal travel, business meeting)**	<ul style="list-style-type: none"> Restaurants Catering services Bakeries Grocery stores 	.
Meeting rooms	<ul style="list-style-type: none"> Hotels Restaurants Staff luncheons, dinners, etc. 	
Office supplies	Emergency purchases, due to back order; employee off-site	Emergencies only. Corporate Express must be ordered through Ariba.
Optical/vision lab supplies	<ul style="list-style-type: none"> Frames/Lens Contact lens Lab supplies 	Subject to national or local contract
Pager services	Monthly service fees	Verizon (510) 889-2300 Network Services (800) 695-7243 x6509
Postage meter	<ul style="list-style-type: none"> Machine rental Postage Meter supplies 	Pitney Bowes (800) 322-8000, (800) 843-7824, (800) 331-7641
Promotional items	T-shirts, mugs, pens, etc	American Identity
Renal dialysis supplies		Subject to national or local contract
Security	<ul style="list-style-type: none"> Alarms Fleet repairs Radio purchases, repairs and parts Locksmiths Safety equipment 	All
Software and licenses	Subject to national or local contract	Software House Int'l (800) 527-6389
Telecommunication supplies and repairs	Telecom hardware less than \$1,000.	All
Temporary services		Spherion, ACT 1
Tissue Bank		Subject to national or local contract

The type of purchases shown above is not an all-inclusive list. If you are offsite or need a product immediately and the primary contracted supplier cannot supply the goods or service an alternate supplier may be utilized.

9 Unauthorized Purchases

Unauthorized Purchases

The following items are unauthorized purchases with the OneCard. Using the OneCard for these types of purchases will result in suspension of the card and may lead to further disciplinary action. The OneCard Administrator monitors all transactions.

For information on how to place an order, please contact the following:

- Call Material Management at (626) 405-5195 or 8-335-5195 for Southern California
- Call Material Management at (510) 987-2135 or 8-427-2135 for Northern California

UNAUTHORIZED PURCHASES		
Type of Transaction	Comments	Method of Ordering or Payment
Capital Equipment**	Equipment greater than \$1,000.	Approved Capital Purchase Order. PC's < \$1,000 not authorized
Cash advance	None, no exceptions	Check request
Collection agency	None	Direct invoice
Computers Personal/Laptop, Server, Printer in excess of \$1,000	Contact IT Services	Approved Capital Purchase Order
Construction/architectural or design fees		Direct invoice
Copy machine	Contact Material Management	Equipment Rental/Lease
Fax machine	Contact Material Management	Obtain through MMS/TIMS
Furniture: file cabinet, chair, desk, etc.	Contact Facility Services	Approved Capital Purchase Order
Independent contractors	Business that requires 1099 filing with the IRS contact your local HR department.	Direct invoice
Insurance		Direct invoice
Medical supplies for inventory	Contact Material Management	Obtain through MMS/TIMS
Nursing registry		Direct invoice
Personal purchases	None, no exceptions	None
Printing services: non-custom forms, envelopes, brochures, etc.	Contact Material Management	Obtain through MMS/TIMS
Travelers Checks	None, no exceptions	Check request
Medical supplies and services		Contact your Material Management Department. Use MMS or TIMS.
Palm Pilots	Contact IT Services	http://kpnet.kp.org:81/kpit/areas/nops/blackberry.htm

** Capital Equipment: includes all equipment costing \$5,000 or more including freight, sales tax and installation with a useful life of three (3) years or greater such as computers, imaging and diagnostic equipment, modular furniture, beds, etc. For capital equipment details visit our web-site <http://kpnet.kp.org:81/ecom/teo/>

10 Processing Your Transactions

Cardholder Responsibilities of Processing Transactions in Concur

This section describes Cardholder responsibilities to verify purchases, credits and discrepancies on OneCard transactions. The cardholder must attach OneCard transactions to a Concur expense report and submit to their Approving Manager per the appropriate Concur procedures.

It is recommended that expense reports be created and submitted at the conclusion of a business trip or business event. Multiple expense reports may be submitted in a one-month period if necessary.

For information and instruction to create and submit an expense report in Concur for your OneCard transactions please visit our website at http://kpnet.kp.org:81/ecom/teo/training_concur.html for training options and schedules. Or you can visit the Concur website at <https://kpexpense.concureworkplace.com/ewp/> for self help training.

Transaction Dispute or Non-recognized Transactions

It is the Cardholder's responsibility to investigate any erroneous charges, returns or adjustments and to ensure proper credit is given on subsequent statements. If a credit should apply to your account, request a fax copy of a "credit invoice" for record keeping or future inquiry.

If you are unable to reach an agreement with the supplier, contact JP Morgan Chase at 1-800-316-6056. JP Morgan Chase will dispute the charge with the supplier and apply the credit to your account. JP Morgan Chase may require you to complete and return a Dispute Form within 60 days of the transaction date. Maintain the original copy of the Dispute Form with a copy of the expense report and receipts. File a copy of the Dispute Form with the expense report on which the questionable charge appears.

Note: You are personally responsible to follow-up on all discrepancies and disputes to ensure proper resolution. You are the only person who has both the knowledge and the motivation to prevent incorrect or invalid charges from posting to your cost center. Contact the OneCard Administrator if you are unable to resolve discrepancies with the supplier or JP Morgan Chase.

Past Due Notification

OneCard transactions must be approved and processed before the end of the next month in which they were posted. You will receive an email notification from Concur every time a new transaction is posted to your Concur Central page. If you do not process your OneCard transactions before the end of the next month in which they were posted, you will receive an email from the Travel and Expense Operations department advising you of the past due transaction. 'Processing' transactions in Concur means that they have been submitted on an expense report AND that the expense report has been approved by the approving manager as well as the back office.

Tip: In order to process transactions in time please allow time for manager review and approval of your expense reports.

If the transaction is not processed with two months after the end of the month in which they were posted, you will receive another email from the Travel and Expense Operations department and your OneCard will be suspended. You must process your transaction immediately. If you process the transaction within three months of the month end in which it was posted your card will be reinstated.

Note, if this is your third suspension you have now reached the maximum number of violations allowed by the OneCard Policy and your card will be cancelled regardless of when you process the transaction.

If after three months your transaction has not been processed you will receive a final email from the Card Services Operation Department advising your card has been cancelled and requiring you to submit the transaction immediately.

To recap:

- If an OneCard transaction is not approved and processed before the end of the next month in which it is posted, an "Intent to Suspend" notice will be e-mailed to the

cardholder. The Cardholder has one month to process the delinquent OneCard transaction.

- If not approved and processed within two months after the end of the month in which they were posted the OneCard account will be suspended; the cardholder can no longer use your OneCard. A notification will be send to the Cardholder and the Approving manager. If the delinquent transactions are reconciled within one month, reinstatement of the OneCard can be requested.
- If not approved and processed within 3 months after the end of the month in which they were posted the OneCard will be cancelled permanently and can not be reinstated.
- If the cardholder has three strikes due to suspensions and/or violations the OneCard will be cancelled.

Example

Post date	May 5 th 2006
Reconciliation deadline (Intent to suspend)	July 1 st , 2006
Suspension	August 1 st , 2006
Cancellation	September 1 st , 2006

Exception rule

Once your OneCard has been cancelled due to “three strikes” or delinquency, you can only re-apply for a OneCard when the following criteria are met:

1. All OneCard transactions in Concur have been approved and processed
2. The card has been cancelled for the first time due to delinquency or three strikes.
3. Thirty days have past since the card has been cancelled.
4. Your VP signs off on your OneCard application form.

Travel & Expense Operations reserves the right to make exceptions to this rule.

11 Contact Information – JP Morgan Chase and OneCard Program

JP Morgan Chase

JP Morgan Chase Customer Service Center Transaction decline, damaged cards, and general account questions	1-800-316-6056 1-846-622-2495 fax
JP Morgan Chase Security Center Lost or stolen cards; Available 24 hours a day, 7 days a week	1-800-848-2813
JP Morgan Chase Activation Center Activate a new card	1-800-535-6807
JP Morgan Chase Dispute Department Disputed charge	1-888-297-0768
JP Morgan Chase Dispute Department Fax Number	1-847-931-8861

Concur Travel and Expense Help Desk

Travel and Expense Operation Annandale II, 3 rd Fl. 815 W. Colorado Blvd Los Angeles, CA 90041	(888) 457-4872 or Tie Line 8-330-1143 Select Option 2 then Option 5
Fax Number	(323)344-3203
E-mail Address	TEO.Cust.svc@kp.org

Web-site	http://kpnet.kp.org:81/ecom/teoiindex.html
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12 Kaiser Travel Center

Kaiser Travel Center Web-Site

You can access the Kaiser Travel Center web-site to answer any questions you might have regarding travel: <http://kpnet.kp.org/travel>

Information provided on the website:

National Travel Policy

E-Travel self travel booking tool: <https://web1.e-travel.com/kaiser>

SWABIZ – Southwest Airlines

Frequent Travel Program Information

Pertinent Travel Information

Travel Forms

Expense Reporting Forms

Preferred airlines, hotel chains and rental cars

Travel Links

Frequently Asked Questions

How to Contact National Travel Services Department

National Car Rental

National Car Rental and Hertz are Kaiser Permanente's contracted car rental suppliers. We no longer have a contract with Avis.

National Car Rental Corporate ID Number: 5001972

For more information please go to: http://kpnet.kp.org:81/travel/policy/policies_a.htm#car

Questions or Problems

Please contact Betty Grogan via email (betty.a.grogan@kp.org) or by calling (503) 813-2500