



Travel Guide: Check-In for Success

Your Field Operations Manager (FOM/DM), or Project Manager will get your travel booked. This includes:

- Flights
- Hotels
- Rental cars, trucks, or vans
- Buses
- Ride Share (Uber)

Important Notes:

- Everything will be booked and paid for in advance.
- If you pay for tolls, luggage fees, or gas for rental cars, you can get reimbursed.
- Take clear photos of your receipts with the date and full details visible. (Don't crop the photos!) Tip: Free tools: Cam Scanner or [Genius Scan](#).

Frequently Asked Questions (FAQs)

What is a Crewfax?

This is an email from Corpay Lodging with your hotel information and reservation number. You can also locate the 1-800 number if you have travel issues!

How do I get reimbursed correctly for driving?

To get the right mileage and drive time reimbursement, make sure your daily surveys and shift information are accurate. In addition, you must enter the hotel address exactly as it appears on Google Maps in your reporting to ensure accurate travel mileage and time payments. Using incomplete or incorrect addresses can result in payment errors. Please take a moment to verify the full address on Google Maps before entering it.

What if I travel on Sunday so I can work on Monday?

If you travel on a day you don't work, you must still log it as a **travel shift**. This may count toward your weekly hours and possible overtime.

What am I responsible for?

Once your travel is set up and sent, it's your job to handle it responsibly from there. You must carry a Real ID license as this is required for travel as of May 2025.

- **Be on Time:** You must be at the job site on time for your scheduled start date.
- **Communicate:** Delays can happen. Whether it's traffic, flight delays, or road closures, communicate! Let your Manager and Team Lead know right away!
- **Be respectful:** You are the face of Channel Partners, so represent us well. In addition, you are responsible for damages to rented properties.

Hotel Expectations:

- You'll share a room with another team member (double occupancy).
- Only Channel Partners employees are allowed in your room—no guests.
- Check your *Crewfax* before you travel. Make sure details like the city, state, date, and hotel info are correct.
- Most hotels let you check in between 10am–5pm. If you'll arrive after 8pm, call the hotel. If you show up after midnight, your room might be canceled.
- We use Corpay Lodging. You don't need a credit card to check in. If they ask, give them the Corpay number from your *Crewfax*.
- Check your room when you arrive. If there's damage, take a photo, tell the front desk, and email your Manager.
- Don't refuse hotel cleaning. Let housekeeping take out trash, clean the bathroom, and change towels/linens.
- No smoking in the room! Even signs of smoking (like cigarette butts in bottles or trash cans) may get you charged. Throw them away outside. Walking around the hotel with a cigarette in hand can also get you in trouble. Some hotels have new technology that detects smoking fumes and notifies the front desk. If you damage the room (including from smoke), **you may have to pay for fines/damages.**
- If you don't show up to a hotel and it causes a fee or if you damage a room, your travel privileges may be paused until the issue is fixed.
- Feel free to enjoy any hotel perks (like the gym or breakfast).
- Keep noise down. Be respectful of your teammates and other hotel guests.
- Per diem (daily pay for meals, etc.) is based on how many nights you stay at the hotel.
- Laws for emotional support animals vary by state. A letter from a licensed medical professional confirming the need for the animal is required and will be

kept on file. Employees should confirm with the hotel and retailer if emotional support animals are allowed. Service animals also require documentation for our records.

Bottom line: Treat your room and hotel areas (like the parking lot and lobby) like your home. Be respectful to hotel staff and your coworkers.

Car Rental Guidelines

- Only authorized employees may drive company-owned, leased, or rented vehicles.
- Vehicles are for **work use only** unless approved by management.
- You must have a valid driver's license, insurance, and a clean driving record.
- Any change to your license or record must be reported right away.
- Channel Partners may run driving record checks. Unacceptable records may lead to reassignment or termination.
- **Non-driving affidavit signers may NOT drive for Channel Partners Solutions** —violating this can result in termination.
- You must provide a valid license.
- You are **personally responsible** for any damage to the rental. If you see damage at any point (before leaving or returning), take a photo/video of it to document.
- No upgrades or additions without written approval.
- Click here to file an [incident report](#). (damages, dents, ripped seats, accidents, windshield)
- Charges from misuse (e.g. smoking in the car) may be deducted from your paycheck, where allowed.

If You Drive for Work (Company or Personal Vehicle):

- Always carry your Real ID license.
- Follow **all traffic laws and drive safely**.
- No driving under the influence of drugs or alcohol.
- You pay for **any moving or parking violations**.
- Keep the vehicle clean.
- Only Channel Partners employees may ride in or drive company vehicles.
- Wear your seatbelt and follow Channel Partner's **Hands-Free Driving** policy.

Travel Dept Hours & Contact Info:

Monday – Friday: 7:00 AM – 12:00 AM EST

Saturday – Sunday: 10:00 AM – 12:00 AM EST

Observed Holidays (On-Call): 9:00 AM – 5:00 PM EST *(You MUST call during holidays for assistance, do not email or submit through MARS)*

Need Help?

Call the **Travel Hotline** at **813-675-8770**.

For hotel check-in issues after hours, call the **Corpay After-Hours Assistance Line** at **888-545-9391**.