



Onboarding Class Details and Travel Guide



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Onboarding Class Details and Travel Guide

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Class Details by Location

McLean, VA

Class Details

- Please plan to arrive at 8:30 a.m. for registration and badging. The class will begin at 9:00 a.m. and conclude at 5:00 p.m. with breaks throughout the day.
- A cafeteria style lunch will be provided during class.

Directions

- Onboarding classes in McLean are held on the 1st floor of our Capital One Headquarters at 1680 Capital One Drive, McLean, VA.
- The building is located off of Route 495 or the [Silver Line Metro](#) with a McLean stop adjacent to our building.
- If you choose to drive to campus, please print off the [McLean Parking Pass](#) on the following page. Place the pass on your dash before entering campus. Enter the parking deck through the security gate, and park in any available space.
- Enter the building on the 1st floor, and let the security desk attendant know you're attending an Onboarding class.

Traveling to McLean from out of town?

Capital One has arranged to help you get to and from class. Please see the details below:

- If you are traveling by air or rail, take a taxi from the airport or train station to your hotel. Please note that the Onboarding team is not able to pay this expense in advance, so you should plan to pay out-of-pocket for all of your taxi expenses, which will range from \$30 - \$60 each way. You will be reimbursed for these expenses after you submit your Travel & Expense report, so make sure to obtain a receipt from your driver.
- On the morning of class, if you are traveling by air or rail, please check out of the hotel in the morning and bring your luggage with you to class. The hotel shuttle will pick you up in front of the hotel at 8:00 a.m. and take you to the Capital One campus.
- After class, ask the security desk agent to help you arrange taxi service to take you to the airport or train station. Remember that you will need to pay all taxi expenses (up to \$60 one way) out-of-pocket, and these expenses are reimbursable.
- If you drove in for class, please check out of the hotel in the morning and drive to the Capital One campus.
- Refer to Onboarding Travel Guide for Out Of Town Associates starting on page 11 for additional information.

Corporate Onboarding

McLean Parking Pass

(Please place on dash)

Plano, TX

Class Details

- Please plan to arrive at 8:30 a.m. for registration and badging. The class will begin at 9:00 a.m. and conclude at 5:00 p.m. with breaks throughout the day.
- A cafeteria style lunch will be provided during class.

Directions

- Onboarding classes at the Capital One Plano Campus are held in the Plano Town Center Building at 8000 Dominion Parkway, Plano, TX.
- Use these directions to get to the Plano Town Center and park in the deck adjacent to the building:
 - From 121 North, take the Preston Road exit.
 - At bottom of ramp, turn right at the light onto Preston Road and stay in the right lane.
 - At the next traffic light, turn right onto Headquarters and immediately get into the left lane.
 - At the next traffic light, turn left onto Dominion Parkway.
 - Take the second left into the Capital One campus.
 - You will see a sign at eye-level that says "Conference Center" in silver. Drive past the pond and follow the road around the building.
 - As you enter the three-level parking deck, the "Conference Center" will be on your right and the "Town Center" will be directly in front of you.
 - After parking, follow the side walk along the pond to the entrance of the "Town Center".
- When you enter the building, let the security desk attendant know you're attending an Onboarding class.

Traveling to Plano from out of town?

Capital One has arranged to help you get to and from class. Please see the details below:

- If you are traveling by air or rail, take a taxi from the airport or train station to your hotel. Please note that the Onboarding team is not able to pay this expense in advance, so you should plan to pay out-of-pocket for all of your taxi expenses, which will range from \$30 - \$60 each way. You will be reimbursed for these expenses after you submit your Travel & Expense report, so be sure to obtain a receipt from your driver.
- On the morning of class, if you are traveling by air or rail, please check out of the hotel in the morning, bring your luggage with you to class and arrange for your hotel's shuttle to drive you to

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the Capital One campus by 8:30 a.m. If your hotel does not offer a shuttle, please arrange for a taxi.

- After class, ask the security desk agent to help you arrange taxi service to take you to the airport or train station. Remember that you will need to pay all taxi expenses (up to \$60 one way) out-of-pocket, and these expenses are reimbursable.
- If you drove in for class, please check out of the hotel in the morning and drive to the Capital One campus.
- Refer to Onboarding Travel Guide for Out Of Town Associates starting on page 11 for additional information.

Richmond, VA

Class Details

- Please plan to arrive at 8:30 a.m. for registration and badging. The class will begin at 9:00 a.m. and conclude at 5:00 p.m. with breaks throughout the day.
- A cafeteria style lunch will be provided during class.

Directions

- Onboarding classes at the Capital One West Creek Campus are held in the Town Center Building at 15075 Capital One Drive, Richmond, VA.
- The West Creek Campus is located off of Route 288.
- When entering the campus, drive through the security gate and follow signs to the Town Center, which is located between buildings 1 and 7.
- Park in the Central Parking Deck in front of the Town Center, or any other available parking space.
- When you enter the building, let the security desk attendant know you're attending an Onboarding class.

Traveling to Richmond from out of town?

Capital One has arranged to help you get to and from class. Please see the details below:

- A town car will pick you up from the airport or train station and take you to your hotel. Please look for your driver with the "Capital One" sign when you arrive. Please note that gratuity for this service has already been paid by Capital One.
- On the morning of class, if you are traveling by air or rail, please check out of the hotel in the morning, bring your luggage with you to class and arrange for your hotel's shuttle to drive you to the Capital One campus by 8:30 a.m. If your hotel does not offer a shuttle, please arrange for a taxi.
- After class:
 - If traveling by air, a TNT van will pick you up at 5:15 p.m. at the second floor entrance of the West Creek Town Center, by the bank branch, and take you directly to the airport. Please note that gratuity for this service has already been paid by Capital One.
 - If traveling by rail, ask the security desk agent to help you arrange taxi service to take you to the train station. You will need to pay all taxi expenses (up to \$60 one way) out-of-pocket, and these expenses are reimbursable.
 - If you drove in for class, please check out of the hotel in the morning and drive to the Capital One campus.

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- Refer to Onboarding Travel Guide for Out Of Town Associates starting on page 11 for additional information.

San Francisco, CA

Class Details

- Please plan to arrive at 8:30 a.m. for registration. The class will begin at 9:00 a.m. and conclude at 5:00 p.m., with breaks throughout the day.
- Continental breakfast and lunch will be provided.

Directions

- Onboarding classes in San Francisco are held in the same building as the Capital One 360 Café, 101 Post Street, San Francisco, CA.
- We highly recommend taking public transportation, due to the cost and challenge of parking and traffic in the financial district. There is a [BART](#) / [MUNI](#) station just one block from the building. If you do choose to drive, please allow plenty of time for traffic and parking, and utilize these two parking garages. We do not validate parking, however you can submit for reimbursement through our Travel and Expense system later.
 - White House Garage, 223 Sutter Street, San Francisco, CA 94108
 - Sutter Stockton Garage, 444 Stockton Street, San Francisco, CA 94108
- Once you enter the 360 Café, please make your way to the registration table. Someone will greet you there and escort you up to the Onboarding classroom.

Traveling to San Francisco from out of town?

Capital One has arranged to help you get to and from class. Please see the details below:

- If you are traveling by air or rail, take a taxi or the Bay Area Rapid Transit (BART) Train from the airport or train station to your hotel. Please note that the Onboarding team is not able to pay this expense in advance, so you should plan to pay out-of-pocket for all of your taxi expenses, which will range from \$30 - \$60 each way. You will be reimbursed for these expenses after you submit your Travel & Expense report, so be sure to obtain a receipt from your driver.
- Please check out of the hotel in the morning and bring your luggage with you to class.
- The Capital One 360 Café is a short 1-3 block walk from your hotel. If you are not comfortable walking or if the weather does not permit it, you can arrange for a taxi at the front desk.
- Once the class ends at 5:00 p.m., plan to make your way back to the airport via taxi or the BART. We suggest not booking a flight earlier than 8:00 p.m. in order to accommodate travel and airport check in.
- Refer to Onboarding Travel Guide for Out Of Town Associates starting on page 11 for additional information.

Wilmington, DE

Class Details

- Please plan to arrive at 8:30 a.m. for registration. The class will begin at 9:00 a.m. and conclude at 5:00 p.m., with breaks throughout the day.
- Lunch will be provided.

Directions

- Onboarding classes in Wilmington are held in either the Benjamin Franklin Building, 802 Delaware Avenue, Wilmington, DE or the Oliver Evans Building, 301 West 11th Street, Wilmington, DE
- Use these directions to park in the Center City Parking Garage:
 - City Center Parking Garage is located at 251 W. 11th Street, Wilmington, DE
 - The entrance is on 11th Street between West and Tatnall Streets immediately past the Oliver Evans building on the same side of the street
 - Take a parking ticket and bring it with you so it can be validated during class

Traveling to Wilmington from out of town?

Capital One has arranged to help you get to and from class. Please see the details below:

- If you are traveling by air, a town car will pick you up from the airport and take you to your hotel. Please look for your driver with the “Citywide” sign when you arrive. Please note that gratuity for this service has already been paid by Capital One.
- If you are traveling by rail, take a taxi to your hotel. Please note that the Onboarding team is not able to pay this expense in advance, so you should plan to pay out-of-pocket for all of your taxi expenses, which will range from \$10 - \$30 each way. You will be reimbursed for these expenses after you submit your Travel & Expense report, so make sure to obtain a receipt from your driver.
- Please check out of the hotel in the morning and bring your luggage with you to class.
- Please plan to walk to the building from your hotel. If you are not comfortable walking or if the weather does not permit it, you can arrange for a taxi at the front desk.
- Once the class ends at 5:00 p.m., plan to make your way back to the airport or train station.
 - If traveling by air, a town car will be arranged through Carlson Wagonlit to take you back to the airport. Please note that gratuity for this service has already been paid by Capital One. We suggest not booking any flights earlier than 8:00 p.m. in order to accommodate travel and airport check in.
 - If traveling by rail, ask the security desk agent to help you arrange taxi service to take you to the train station. You will need to pay all taxi expenses (up to \$30 one way) out-of-pocket, and these expenses are reimbursable.
- Refer to Onboarding Travel Guide for Out Of Town Associates starting on page 11 for additional information.

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Travel Checklist

- Call Carlson Wagonlit Travel at 1-800-717-1648 **option 4** within **two business days** to book travel to your upcoming Onboarding class. When talking to the agent, provide the Onboarding travel password **11028**.
 - Plan to arrive the day before your Onboarding class and depart on the evening the Onboarding class ends.
 - If you plan to extend your travel, please note that these additional costs will need to be covered by a personal card and expensed back to your department.
- Upon your return, submit a Travel & Expense report (T&E) for your reimbursable business expenses including meals, tips, personal car mileage exceeding normal commute and ground transportation (taxi or shuttle).
 - Air travel, hotel room and tax expenses will be paid by Onboarding and should not be included in your T&E. You will need to present a personal credit card at check-in to pay for any additional expenses incurred during your stay (such as food service).
 - When completing your T&E, charge your reimbursable business expenses to **Department ID #11028**
- Email Onboarding@CapitalOne.com with any questions.

Travel One

Associates are required to use Travel One, the online booking tool, for all domestic travel arrangements. However, for Onboarding you are required to call the Capital One travel team directly (using the details above) to book all of your travel needs.

Important

- To ensure that your travel costs are assigned correctly, **please contact CWT ONLY during normal business hours**, which are Monday – Friday, 8:30 a.m.-5:30 p.m. ET.
- After hours emergency assistance (outside normal business hours) incurs additional charges per call, and should only be used for immediate travel needs that cannot wait until next business day.

Corporate Travel Policies

Meals

Reimbursable

- Travel meals up to \$65 per day per person
- Tips included on meal receipts

Non-Reimbursable

- Lunch meals for travel to another office location or for a personal daily trip

Air Travel

Reimbursable

- Economy Class tickets for domestic travel (Cost covered by Onboarding)
- In-flight internet access when used for the purpose of business for flight segments greater than 2 hours

Non-Reimbursable

- First class air travel other than Board Members, CEO, President and Chief roles or as approved
- Class of service upgrade and seat assignment charges
- Membership dues for frequent flyer and registered traveler programs
- Alcoholic beverages purchased in-flight
- In-flight telephone calls, unless used for critical business purposes
- Expenses for lost luggage and its contents
- Spousal and/or dependent airfare

Hotel

Reimbursable

- Tips for hotel staff
- Room and tax charges for manager-approved travel (Cost covered by Onboarding)
- Internet charges, when used for conducting necessary Capital One business
- Laundry charges for trips greater than seven (7) days

Non-Reimbursable

- Personal expenses such as in-room movies and laundry for trips under 7 days, theater, cinema etc.
- Expenses for room upgrades
- Membership fees for frequent guest programs

- “No-show” charges

Ground Transportation & Personal Car Usage

Reimbursable

- Personal car usage in excess of normal daily commute
- Ground transportation to and from the airport or train station
- Parking charges and tolls

Non-Reimbursable

- Tickets and the cost of traffic violations (including administration fees)
- Fuel charges for personal car usage, as the mileage reimbursement amount covers both gas and wear & tear

Inclement Weather Policy

The Capital One Corporate Onboarding team closely monitors the weather. At times, inclement weather can impact scheduled classes and travel. We leverage email communications to notify new hires of class schedule impacts as soon as possible.

Associate safety is paramount at Capital One. If you are unable or uncomfortable traveling to attend class due to inclement weather, please contact the [Onboarding mailbox](#).

How to Create and Submit a Travel and Expense Report

When you're ready to submit your Travel and Expense report (T&E), ask your Buddy or manager to walk you through the steps. You can also find information by searching "Expense Management" in our intranet site, Pulse.

Submit the Travel & Expense report for your reimbursable business expenses including meals, tips, personal car mileage exceeding normal commute and ground transportation (taxi or shuttle).

When completing your T&E, charge your reimbursable business expenses to **Department ID #11028**.