

## Information for Traveler's – Student/Guest Travel

### IMPORTANT Timeframes to Remember:

**DOMESTIC** travel– begin the completion of relevant forms and sourcing of approvals a minimum of 3 weeks prior to travel

**INTERNATIONAL** travel– begin the completion of relevant forms and sourcing of approvals a minimum of 6 weeks prior to travel

### **Step One – Plan your Travel**

Prepare an estimated budget. Quotes for airfares, accommodation and car hire **must be obtained from Corporate Travel Management CTM (Domestic and International Travel)**.

Contact details for (CTM) are on the attached. **Please Note:** no bookings are to be made at this time only quotes.

### **Step Two – Complete Travel Request Form**

This form can be found on the JCU homepage, Type *Travel Request Form* in the search bar (top right hand corner) or email [cphmvsadmin@jcu.edu.au](mailto:cphmvsadmin@jcu.edu.au) for a form.

Note: High Importance- Please check the DFAT Warning/Alert for the country you are travelling to. In order to source approval of travel, travellers are requested to advise/comment on the travel request if there is a warning & print screen the DFAT/smart traveler alert and forward to [cphmvsadmin@jcu.edu.au](mailto:cphmvsadmin@jcu.edu.au) with the travel request. Refer to [Smart Traveller](#) if you would like to register your travel plans.

Hints for filling out the travel request form:

- Trip Tracker Number– is only required and is mandatory for Field Trips
- Other Attendees– to be completed by the OIC (Officer in Charge) of Field Trips
- Travel Request Form --- Part 2 (2<sup>nd</sup> page) – is completed upon return when reimbursement is required
- Travel Diary (3<sup>rd</sup> page) – is only completed when business travel includes an element of Private Travel
- Other Attendees List – only used by Officer in Charge of field trips. Students or guests can be listed and do not have to complete their own travel request form as long as the travel dates are exactly the same as the OIC and they are not claiming any reimbursements upon return.
- Comments Section--- note if a cash advance or reimbursement before travel will be required for any of the budget expenses. Cash advances are only available in exceptional circumstances (travelling to areas with no credit card facilities). Please note that cash advances and reimbursements will take at least two weeks to process.
- If using your own private vehicle as a method of travel, the Private Motor Vehicle form needs to be completed. Type *Private Motor Vehicle Form* in the search bar of the JCU homepage (top right hand corner)

**IMPORTANT** – Sign the form electronically

**Step Three – Submit the Travel Request Form to [cphmvs.admin@jcu.edu.au](mailto:cphmvs.admin@jcu.edu.au)**

If you are a new traveler complete the attached travel profile template and forward with your travel request so we can create a travel profile.

You will receive an email confirmation of your form within 48 hours.  
Once processed, you will receive a Travel Request number.

**Forms that are not digitally signed will be returned.**

#### **Step Four – *Booking Travel***

Confirm your travel bookings through Corporate Travel Management (CTM) for domestic travel or international bookings CTM MUST receive the travel request number allocated by our team. Bookings will not be confirmed without this number. **Please Note:** if accommodation, airfare or car hire bookings are not organized through JCU's Travel Management Company Corporate Travel Management Company (CTM), the university may not cover the associated costs.

#### **Step Five--- *Email travel itinerary to [cphmvs.admin@jcu.edu.au](mailto:cphmvs.admin@jcu.edu.au)***

CTM will email you an itinerary showing all bookings for airfares, accommodation and car hire. Email this itinerary to [tottestravel@jcu.edu.au](mailto:tottestravel@jcu.edu.au). Flight and car hire expenses will be paid by the university's central billing card. Accommodation will be paid by Travel Coordinators providing enough notice of the travel is given.

#### **Step Six – *Prepare for Travel***

If you have requested a cash advance or need to be reimbursed for out of pocket expenses prior to travel, ensure you have followed this up by contacting [cphmvsadmin@jcu.edu.au](mailto:cphmvsadmin@jcu.edu.au) who can confirm payment dates.

#### **Step Seven – *Undertake Travel***

Ensure all receipts for expenses are kept. Receipts must meet the Australian Taxation Office requirements and must **not** be EFTPOS receipts (receipt that is received when making payment by credit card).

If you are travelling to a remote international destination we recommend taking a receipt book, where the details of the purchase can be written down and signed by the supplier.

#### **Step Eight – *Acquit/Reconcile Travel***

Within 14 days of your return, scan all receipts and complete the reimbursement spreadsheet (this will be sent to you prior to travelling) and email to [cphmvs.admin@jcu.edu.au](mailto:cphmvs.admin@jcu.edu.au) for processing.

**Please Note:** Expenses relating to private travel or that are not incidental to your trip will not be reimbursed



## Corporate Travel Management

Office Hours: Monday to Friday, 0800 to 1800 hours

Phone: 1300546094

Email: [jcu@travelctm.com](mailto:jcu@travelctm.com)

24 Hour Emergency: Toll Free 1800 663 622

Calls from outside Australia: +61 7 3211 2400

After hours: Saturday, Sunday Australian National public holidays week days 6.00p.m. - 08.00a.m

For further information please refer to the below link to access JCU Policies and Procedures:

[https://www-internal.jcu.edu.au/fabs/expenditure/travel/jcuprd\\_037550](https://www-internal.jcu.edu.au/fabs/expenditure/travel/jcuprd_037550)

FMPM420-Policy–Corporate Credit Cards  
FMPM421- Procedure–  
Corporate Credit Cards

FMPM740-Policy–Travel  
FMPM741-  
Procedure–Travel  
FMPM  
742-AuthorisedLimits – Travel

FMPM710-Policy–Purchasing  
FMPM711–  
Procurement Manual

FMPM930-Policy–Document Retention  
JCU S Intranet–  
Spendvisionand Corporate CreditCard

**CTM CONTACT SHEET PREPARED FOR JAMES COOK UNIVERSITY**

**FEBRUARY 2016**

*The following information will assist when arranging travel through CORPORATE TRAVEL MANAGEMENT*

<b>DEDICATED TEAM</b>			
<b>MULTI-SKILLED CONSULTANT</b>		<b>MULTI-SKILLED CONSULTANT</b>	
<b>Name</b>	Kylie Hancock	<b>Name</b>	Janet Rosine
<b>Phone</b>	1300546094	<b>Phone</b>	1300546094
<b>Email</b>	<a href="mailto:jcu@travelctm.com">jcu@travelctm.com</a>	<b>Email</b>	<a href="mailto:jcu@travelctm.com">jcu@travelctm.com</a>
<b>Fax</b>	+61 7 3229 7522	<b>Fax</b>	+61 7 3229 7522
<b>TEAM OPERATION MANAGER</b>		<b>CLIENT VALUE MANAGER</b>	
<b>Name</b>	Jennifer Rea	<b>Name</b>	Lorell Nelson
<b>Phone</b>	+61 7 3210 3357	<b>Phone</b>	+61 7 3310 3101
<b>Email</b>	<a href="mailto:jennifer_rea@travelctm.com">jennifer_rea@travelctm.com</a>	<b>Email</b>	<a href="mailto:lorell_nelson@travelctm.com">lorell_nelson@travelctm.com</a>
<b>CTM RECEPTION - BRISBANE</b>		<b>EMERGENCY AFTERHOURS</b>	
<b>Phone</b>	+61 7 3211 2400	<b>Toll Free Within Australia</b>	1800663622
<b>Fax</b>	+61 7 3229 7522	<b>Calls from Outside Australia</b>	+61 7 3211 2400
<b>Address</b>	27A/52 Charlotte Street, Brisbane QLD 4000	<b>After hours:</b>	Saturday, Sunday, Australian National Public Holidays, Weekdays 6.00pm to 8.00am
<b>P O BOX</b>	P O Box 12005 George Street, Brisbane QLD 4003		
<b>OTHER CONTACTS – MONDAY TO FRIDAY</b>			
<b>BRISBANE OPERATIONS MANAGER</b>		<b>REGIONAL CLIENT VALUE MANAGER - QLD</b>	
<b>Name</b>	Shelley Skewes	<b>Name</b>	Karen McGilvray
<b>Phone</b>	+61 7 3210 3340	<b>Phone</b>	+61 7 3210 3397
<b>Email</b>	<a href="mailto:shelley_skewes@travelctm.com">shelley_skewes@travelctm.com</a>	<b>Email</b>	<a href="mailto:karen_mcgilvray@travelctm.com">karen_mcgilvray@travelctm.com</a>
<b>Fax</b>	+61 7 3229 7522	<b>Fax</b>	+61 7 3229 7522
<b>EVENT TRAVEL MANAGEMENT (ETM)</b>		<b>ALLURE TRAVEL by CTM (LEISURE)</b>	
<b>Name</b>	Belinda Zelesco	<b>Name</b>	Jane Gannon, Vicki Sullivan & Olga Alexander
<b>Phone</b>	+ 61 7 3310 3171	<b>Phone</b>	1300361 425
<b>Email</b>	<a href="mailto:Belinda_zelesco@eventsctm.com">Belinda_zelesco@eventsctm.com</a>	<b>Email</b>	<a href="mailto:travel@alluretravel.com.au">travel@alluretravel.com.au</a>
<b>Fax</b>	+ 61 7 3229 7522	<b>Fax</b>	+61 7 3229 7522
<b>Groups, Meetings, Conference and Incentive Travel</b>			
<b>CTM HOURS OF OPERATION</b>			
24 Hours - 365 Days			
CTM Normal Business Hours 0800 – 1800 Monday to Friday			



**Student/Guest Flowchart 2015**

**(1)**

Student to complete electronic travel requisition form (not Spendvision).

*T/A available to provide advice on travel policies & procedures; how to complete travel requisition; and what supporting documentation is required*

**(2)**

Student to fully complete travel requisition ensuring all relevant documentation attached

- Purpose of travel, including dates and full budget
- Itinerary/ Quote **(TMC ONLY)**
- Travel Diary (Day trips/ Privatetravel)
- Conference Registration/ Accommodation requirements
- Private Motor Vehicle form (Rego, Licence & Insurance)

**(3)**

Obtain supervisor or college manager's approval (if using their student account) or Account holder's approval.

**(5)**

**DOC Approves**

Then **DVC** approves (for International or Guest Business class travel)

**(4)**

Travel requisition to be checked by T/A and verified. Check account and approval etc, allocate Travel req number. **SUBMIT TO DOC FOR APPROVAL**

*Student is to advise TrA of any accommodation, conference registration, etc is to be paid and also advise the method of payme*

**(6)**

Travel can now take place; TrA to notify student travel has been approved.

T/A or Student may confirm flights (need travel req number for International travel booked through TMC).

Payments to be made by TrA for the following:

- Accommodation – T/A CC /Traveller /AP
- Conference registration – T/A/Traveller
- Travel advances - AP
- Reimbursement for any pre-payments to student bank account - AP

**(5A)**

**DOC Declines - Travel cannot proceed. No expenses can be charged to JCU**

**(7B)**

If under budget and expenses to claim, T/A to complete paperwork and reimbursement in FinanceOne. Paperwork is sent to AP for payment

*Receipts to be checked over in detail to make sure student is only reimbursed for allowable and reasonable expenses. No receipts for reimbursement on private travel dates.*

**(7A)**

If under budget and no expenses to claim; TrA to close out req in FinanceOne and file paperwork (electronic).

**(7)**

**Within 21 days of returning** student must contact T/A, to finalise travel requisition and submit all receipts for reimbursement or advance acquittal.

**(7C)**

If **budget exceeded or travel dates largely changed**, T/A to obtain full re-approval for use of extra funds from account holder and for change of dates. Process paperwork and FinanceOne, then forward to AP for payment into student bank account – Travel now complete.

*If student received an advance, advance acquittal to be completed (can be either a reimbursement over advance amount, or unspent advanced funds returned to JCU acquittal).*

