

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 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 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 (2nd page) – is completed upon return when reimbursement is required
- Travel Diary (3rd 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

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*

CTM will email you an itinerary showing all bookings for airfares, accommodation and car hire. Email this itinerary to 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 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 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

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

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

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

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

(7)

(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).

