

This Travel & Entertainment Quick Reference Guide covers:

- How to request & obtain approval to travel
- How to book travel
- How to manage your expense transactions during & after travel
- Travel tips, important phone numbers & websites you may need whilst travelling



THE UNIVERSITY of ADELAIDE

www.adelaide.edu.au/finance

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Quick Reference Guide to T&E Online

How to use T&E Online...

Follow these steps to request travel, gain approval and book your flights, accommodation and car hire for either domestic or international travel.

Further information can be found on the Financial Services Website—
www.adelaide.edu.au/finance

DOMESTIC TRAVEL

Login to the Expense Management System (EMS) via the Financial Services (FS) website raise a domestic travel requisition and submit for approval. The system automatically workflows this to your Manager/Supervisor.

You will receive an email advising you that your travel is approved, declined or further details about your trip is required.

When your travel is approved, login to the Online Travel Booking System (via the FS website) to book discounted airfares, accommodation and car hire. Use your T&E Card when requested for payment. Don't forget to claim your incidental allowance before you travel.

Whilst travelling....

Use your T&E Card to pay for accommodation, car hire, meals, and other University business related expenses. Be sure to retain a tax invoice/receipt for each transaction as substantiation for your expense claim. Whilst travelling, or on your return, you can login to the EMS to acquit your T&E Card transactions and/or claim any "out of pocket" expenses. Don't forget to keep a travel diary whilst you're away (if required).

When you get back....

Acquit any outstanding transactions for your trip and link them to your approved travel requisition. When you have acquitted all transactions for the statement period and submitted all expense claims, print off your statement (and cash expense statement if applicable) attach your original tax invoices/receipts and send to Financial Services in the EMS yellow envelopes provided.

Tips for T&E Online...

Incidental Allowance If you are entitled to an incidental allowance while you are away, please claim before your departure, so the money is in your account for your travelling incidentals. Remember to link your incidental expense claim to your travel requisition within the EMS.

Travel Diary These can be downloaded from the FS website. Print them or save to your laptop to use while you are away. A travel diary must be completed for ALL international travel and any domestic travel of five days duration or more and not 100% business travel. This is a requirement from the Australian Tax Office (ATO).

INTERNATIONAL TRAVEL

Login to the Expense Management System (EMS) via the Financial Services (FS) website and raise an international travel requisition that outlines your travel requirements.

Forward this requisition to your preferred Travel Management Company (TMC) to request a cost estimate to complete your requisition. This can be done directly from the requisition within the EMS.

The cost estimate will then be emailed back to you by the TMC. Enter the cost estimate into your travel requisition and submit for approval. If you are travelling to a high risk destination you will be required to submit a request form to your Executive Dean/Vice President before you're permitted to travel. Check the DFAT website and liaise with your local HSW Officer for advice.

You will receive an email advising you that your travel is approved, declined or further information is required. On receipt of your approval email, login to the EMS, open your approved travel requisition and forward this to your TMC to confirm your travel requirements.

The TMC will then contact you by phone confirming the booking and request your details and T&E Card number for payment. Don't forget to claim your incidental allowance before you travel.

Manage your tax invoices/receipts All corporate credit card transactions and "out of pocket" expenses require original tax invoices or receipts as substantiation for your expense claim. Remember to keep all receipts in a safe place.

Acquit your transactions while your away Card transactions are loaded into the EMS on a daily basis. This means you can start to acquit your transactions while you're travelling. Access to the EMS is via the FS website.

To change travel arrangements whilst away For changes to domestic airfares or any bookings made through the Online Travel Booking System, contact Qantas Business Travel 1300 722 019. For international bookings contact your nominated Travel Management Company.

IMPORTANT CONTACT DETAILS

For queries relating to the University Credit Card Program, Expense Management System, Online Travel Booking System and Workflow Management contact:

Corporate Credit Card & Travel Services Support Team

Ph +61 8 8303 3330 (extension 33330)
Fax +61 8 8303 4350 (extension 34350)

Email: corporate.cards@adelaide.edu.au

Available 8.30am—4.30pm Monday to Friday

In the event of a medical emergency or evacuation.

ACE Assistance (policy number 03PP005474)

24hr Emergency Telephone Number + 61 2 8907 5995

For more information about the University's travel insurance provider and who to call in an emergency go to: www.adelaide.edu.au/legalandrisk/insurance/travel

For up to date balances, transaction and merchant enquiries:

ANZ Commercial Cards Service Centre (you will need to identify yourself with your password)

Ph (within Australia) 1800 032 481
Ph (International) +61 3 8646 8288

To report a lost or stolen corporate credit card, contact ANZ immediately (to cancel your card) and then inform Corporate Credit Card & Travel Services.

ANZ Lost/Stolen Cards Service Centre (24hr, 7 days)

Ph (within Australia) 1800 033 844
Ph (International) +61 3 9683 7043 (reverse charges)

Emergency replacement cards, emergency cash advance, lost or stolen cards and any other Visa or travel related enquiries:

Visa Emergency Assistance Centre (24hr, 7 days)

Ph (within Australia) 1800 450 346
Ph (International) +61 2 9251 3704 reverse charges

For domestic travel queries booked through the Online Travel Booking System including ticket changes and cancellations (fees will apply)

Qantas Business Travel
Ph 1300 722 019 (will divert after hours for emergency assistance)

Quote 2864400 and your six digit booking reference.

For international travel queries including ticket changes and cancellations (fees will apply)

Phil Hoffman Travel +61 8 8179 9666 (will divert after hours for emergency assistance)

STA Travel +61 3 9207 5900 (office hours only). If outside hours, contact the airline directly.

Campus Travel +61 8 8211 6785 (during business hours) After hours assistance:
Ph (within Australia) 1300 727 720
Ph (International) +61 7 3011 7823

BE A SMART TRAVELLER!

Check the latest travel advisory warnings and register your travel on the Department of Foreign Affairs & Trade (DFAT) website:

www.smarttraveller.gov.au

Travel Tips

Set up your PIN if you are travelling internationally, some countries won't accept a signature

Check your limit before you depart, you may have insufficient funds available and require a temporary credit increase to cover your trip, especially if booking and travelling within the same month

Check out where you're going, get the latest travel warnings on the DFAT website and educate yourself on any pending events such as elections or demonstrations

Make sure your passport has at least six months validity from your planned date of return to Australia. Carry extra passport photos in case your passport is lost or stolen and you need to replace it

Get taxis only at authorised pick up points and avoid anyone offering you cheaper transport, remove your luggage before settling the account, they could drive off with your belongings

Rent a model of a car whose controls you are familiar with especially on long drives and remember to take regular breaks

Insurance & Emergency Assistance whilst travelling....

For more information on the University's travel insurance go to www.adelaide.edu.au/legalandrisk/insurance/travel

For emergency assistance call **ACE Assistance (24 hr) + 61 2 8907 5995** (reverse charges accepted) policy no. [03PP005474](http://www.aceassistance.com) website: www.aceassistance.com

You can lodge a claim at any time while you are away by completing the appropriate claim form which can be obtained by contacting the Insurance Officer in **Legal & Risk** (+ 61 8 830 34539) or download from the website. Minor claims should wait until you return to Australia.