WESTERN SYDNEY
UNIVERSITY

WSU TRAVEL PROCEDURES

SECTION 1. PURPOSE AND CONTEXT

This Procedure document is to be read in conjunction with the Western Sydney University Travel Policy document and describes the mandatory requirements that support that Policy. It applies to all University staff, students and any other approved persons undertaking official University business travel.

University travellers, bookers and relevant supervisor's/line managers must ensure that the University appointed Travel Agent (FCM Travel Solutions) is used to make travel bookings.

The University's Travel and Expense Management System (TEMS) is the online mechanism for approving and booking travel and accessing the University travel agent services.

SECTION 2. TRAVEL APPROVAL

2.1 Travel Approval Process

Official University business travel is approved via TEMS and by the appropriate University delegate, as outlined in the WSU Delegations Register. Approved travel requests automatically progress to the University appointed travel provider for booking and then itineraries are electronically returned to the traveller via email.

University travellers are required to obtain approval from their supervisor/line manager prior to booking travel in TEMS.

Where a traveller is aware of a medical condition that may be aggravated by or difficult to manage or treat during travel, they must disclose this when completing the travel request as part of the travel request approval process.

2.2 Travel Advice Levels

It is the traveller's responsibility to read the travel advice provided on the DFAT Smartraveller website, as well as continuing to monitor any variations to the travel advice:

- **before** applying for approval to travel,
- **between** approval and commencement of the journey, and
- **while** travelling.

It is recommended that travellers subscribe to DFAT's Smartraveller subscription service for the latest travel advice and news.

High risk destinations are countries or regions listed as either 'Reconsider your need to travel', 'Do not travel', or where no travel advice has been issued on DFAT Smartraveller website.

The traveller must have approval for high risk destinations **prior** to departure.

Refer to the table below for a full listing of advice levels, their implications, and any supplementary approval steps required based on the travel advice level.

DFAT Smartraveller Advice Level	Explanation	High Risk Destination Approval Required
Exercise normal safety precautions	The security environment is similar to that of a large Australian city. Use common sense and look out for suspicious behaviour.	Approval for travel
Exercise a high degree of caution	Pay close attention to your personal security and monitor the media for new risks. There are more or higher risks than what you would typically find in a large Australian city.	Approval for travel
Reconsider your need to travel	There are serious and potentially life-threatening risks in the country/region. This may be due to a high threat of ongoing terrorism, frequent incidents of violent crime, ongoing civil unrest, widespread disease, or an unpredictable security situation.	Approval for travel must be accompanied by an approved risk assessment addressing the following factors: a. Whether the travel is essential or whether it can be delayed b. Identification and mitigation of the specific risks involved c. The traveller's particular expertise, local networks and (if applicable) language proficiency d. An exit strategy to be developed by the traveller e. Any other relevant factors
Do not travel	The security situation is extremely dangerous, and your health and safety is at extreme risk. This may be because of a high threat of terrorist attack, conflict, violent social unrest, widespread infectious disease or critical levels of violent crime.	Traveller's must not travel to these destinations.
No advice issued	For some countries and regions, DFAT does not issue a full travel advisory.	Traveller's must research the destination and complete a risk assessment to be approved by the appropriate delegated officer approving travel.

2.3 Detailed Travel Schedules (DTS) / Travel Diary

A Detailed Travel Schedule (DTS) is required to be completed and attached to the travel request in TEMS prior to approval. The purpose of the DTS is to determine the predominant purpose of the trip, which in turn identifies the Fringe Benefits Tax (FBT) consequences of that itinerary.

The DTS must detail all business, and any private activities during the relevant travel period and will then be converted into the Travel Diary at the conclusion of the trip in order to comply with FBT legislation.

The completed DTS prepared in advance of the business trip is an acceptable Travel Diary provided it has all the required information set out below. Any variations or changes post trip are required to be updated and the DTS re-attached to the travel request.

DTS/Travel Diaries must detail all business activities during the relevant travel in order to comply with FBT legislation, including;

1. Date of entry,
2. Place of activity,
3. Duration of activity, and
4. Nature of activity (sufficient detail to show business nature).

2.4 Dual Purpose Travel and Fringe Benefits Tax (FBT)

If the traveller includes any private days during University travel, the trip is then considered dual purpose travel.

FBT liability is initiated when 50% or more of the trip is personal travel.

In the event a completed DTS for a dual purpose trip triggers an FBT liability, the University traveller will either be required to amend their itinerary to reduce their private travel component, or reimburse the University for all relevant costs proportionate to the private portion of their trip.

The University traveller must personally pay for all additional private travel costs associated with private days, including airfares, accommodation, meals and other associated costs. University funds or credit cards must not be used to meet costs associated with private days.

In approving private days in conjunction with official University business travel, delegates should ensure that private days do not interfere with the University's official business requirements of the trip, including returning to report outcomes, and should be incidental to the business requirement.

Travellers are required to have their own travel insurance to cover the private component of travel. Travel should be planned and undertaken to minimise ineffective time and keep costs and unavoidable delays to a minimum.

SECTION 3. TRAVEL BOOKINGS

3.1 TEMS Profile

University staff will automatically have a basic profile set up in TEMS, however profiles need to be fully completed prior to booking travel.

Students, guests, casual staff and contractors will need to have a TEMS profile manually created. The respective School, Institute or Division will need to raise a ServiceNow ticket in the MyIT portal (Request Something > Central Systems > Financial Systems > Access to TEMS).

It is a mandatory airline and immigration requirement that all names (first name, middle name and last name) in a TEMS profile be an exact match to the travellers passport.

For more information, refer to the TEMS Profile setup - guide.

3.2 TEMS Travel Request

Travel that includes more than one consecutive day, and/or airfares or accommodation, must have an approved travel request in TEMS. Where possible, travel requests should be submitted prior to the planned departure to allow for processing and to obtain the most cost-effective rates; at least 3 weeks for international travel or 2 weeks for domestic travel.

All fields of the travel request must be completed with adequate additional information attached to satisfy the approver of the relevance and benefits of the travel. Details of the business related activities that are proposed are to be completed in the DTS.

As a guide the following should be attached to the travel request prior to submitting for approval:

- Division, School or Institute pre-approval form or supervisor approval,
- Detailed Travel Schedule (DTS),
- Staff Online automated leave approval (to cover any leave days as indicated on the DTS), and
- Any other information supporting the requirement to travel, i.e. Conference acceptance, funding approval, meeting confirmations.

For more information, refer to the TEMS Online travel booking – guide or the TEMS Travel agent assisted booking - guide.

3.3 Cash Advance

As part of completing their travel request in TEMS, University employees and students may request a travel cash advance, based on estimated costs where pre-payments or the use of a corporate credit card is not possible. The Finance Office must receive a minimum of 14 calendar days' notice so the payment can be made before departure.

3.3 Air Travel

All airfares for official University business travel, except when on ADP, must be booked using the University appointed travel agent, via TEMS.

The airline carrier selected is to be based on the best fare available that meets the University traveller's business itinerary. Utilisation of the 'Best Fare of the Day' must override all personal airline preferences and/or accrual of frequent flyer points. Non-flexible fares should be used, where possible and any unused airfare credits (credits on hold) must be used for subsequent bookings, where possible.

External itinerary's not arranged by the University's travel agent must be attached to the TEMS travel request and emailed to plans@concur.com for risk messaging purposes.

For more information, refer to the TEMS – External Itinerary - guide.

3.3 Upgrading Class of Travel

If a traveller wishes to upgrade air travel to a higher class than what was approved, they must do so with their own personal funds or loyalty/frequent flyer points. This can be arranged through the travel agent at the time of booking.

3.4 Accommodation

All accommodation should be booked through the University travel agent at the same time as booking airfares, as this will reduce booking fees paid by the University.

If the University travel agent cannot match conference accommodation group package pricing, University travellers may book accommodation directly through the conference organiser and attach the confirmation details to the TEMS travel request.

The University travel agent is able to book accommodation through alternative channels. In such cases, the traveller is required to agree to the terms and conditions of the accommodation provider when the booking is made. The agreement is between the traveller and the relevant accommodation provider, and any risks and liabilities of using such a provider rest with the traveller, not the University. When booking this type of accommodation, the traveller should be aware of the risk that the accommodation may not be adequate on arrival and alternate lodgings may be required.

There may be cases where travellers are staying in remote locations or where no bookable accommodation options exist via the University travel agent (E.g. field site visits). In these instances, travellers may make their own accommodation arrangements, and must place a note in the TEMS travel request 'no bookable accommodation options exist via the University's travel agent'. The details of any bookings must be attached to the travel request.

3.5 Car Hire

When travelling with other travellers or transporting large materials, the traveller should consider car hire when driving is more cost-effective than other forms of transport and there is a reason why ground transport cannot be utilised.

The traveller must adhere to all traffic laws and will be personally liable for any breaches of those laws (including parking and speeding offences).

If a University traveller's personal vehicle is approved for use while travelling, only mileage via Staff Online can be claimed, and no fuel for private vehicles can be claimed by staff in TEMS. Students can only claim either fuel or mileage through TEMS if the use of a personal vehicle has been approved.

3.6 Ground Transport

The University encourages the use of public transport when it is economical, safe and practical. When public transport is not feasible, taxi services may be used for short duration trips. Alternative forms of transport, such as Uber, may be used but the traveller must personally agree to the terms and conditions of the transport provider and is responsible for the associated risks.

3.7 Group Travel

Refers to groups of ten or more students / staff.

The University's appointed travel agent can assist with organising and co-ordinating group events, for flights, accommodation, transfers, visas and venue hire.

School, Institute and Division staff are required to complete group travel requests in TEMS in the name of the lead traveller/conference organiser to enable the travel agent to provide quotes for the group travel. When bookings are confirmed with the agent, a full list of attendees showing name, title (e.g. Mr/Ms/Miss/Prof) and Student/Staff ID numbers are required to be attached to the approved travel request.

All students travelling internationally as part of a group should also be directed to the International Go Global website.

3.8 Academic Development Program (ADP) Travel

Employees undertaking ADP are not required to, but may, use the University agent for travel and accommodation arrangements. These employees are not entitled to claim any additional funding from the University. If the University agent is used to make bookings, these must be paid for directly by a personal credit card in order for the University to avoid any additional costs.

Where the University travel agent isn't used, a copy of the externally booked travel itinerary must be attached to the travel request in TEMS and sent to plans@concur.com for risk messaging purposes.

Any shortfall in funding is to be addressed by claiming work related expenses through personal income tax. A University corporate credit card is not to be used for payments when undertaking ADP.

3.9 SAP Concur Mobile App

The SAP Concur Mobile App is available to all University travellers. The App allows users to copy receipts and upload them into TEMS as expense line items whilst travelling. It makes submitting receipts, creating expense claims, and getting reimbursed quicker and easier by doing a lot of the work on the traveller's behalf.

Please contact travel@westernsydney.edu.au if further assistance is required.

SECTION 4. TRAVEL EXPENSES

University travellers claiming expenses must acquit their travel expenses no later than ten working days following their return.

All expenses incurred for travel are required to be within the travellers approved funding as noted in the expense summary of the approved travel request.

For more information, refer to the TEMS Expense Claim - Guide.

4.1 Cash Advances

Where a travel cash advance has been provided, or where a University traveller seeks reimbursement for expenses paid from their own funds, the University traveller must complete a TEMS Expense Claim and attach original receipts and other documentary evidence where applicable. Once submitted, the system will notify the appropriate delegated officer, and on approval the Expense Claim automatically progresses to WSU Finance for processing/payment. A subsequent request for a travel cash advance will not be granted if there is an outstanding travel advance that has not been acquitted in TEMS.

When acquitting a travel cash advance,

- the traveller must identify and certify all and any costs that have been paid from the advance and not charged to a University corporate credit card,
- any unused monies from the allotted advance are to be paid back to the University immediately through the One-Stop payment system.

4.2 Travel Expenses

The University will pay or reimburse the following actual expenditure incurred on official business travel:

1. Visa, passport applications, vaccination costs (where recommended by DFAT, World Health Organisation, doctor or travel clinic) and related medical expenses;
2. Transport costs to/from airport;
3. Airfares (where purchased through the University agent or reimbursed if exceptional circumstances apply) and any domestic airfares whilst overseas if unable to book through the appointed agent;
4. Ground transportation costs such as public transport or hire car fees;
5. Hotel accommodation, including any hotel service fees (where not booked through the approved University Travel Provider);
6. Meals (breakfast, lunch and dinner). In the case of the evening meal, the University will reimburse reasonable alcohol costs incurred as part of the meal (as a guideline, up to AUD $10 per calendar day). Refer to the Alcohol and Drug Control Policy;
7. Reasonable laundry expenses where the trip is greater than four working days (as a guideline, these should be lower than AUD $15 per calendar day);
8. Official communications requirements, such as business telephone calls, and where approved by an authorised delegate in advance, global roaming usage and internet access. (NB: virtual communication arrangements should be utilised, i.e. zoom, etc. unless in the case of an emergency). University travellers are encouraged not to use hotel telephones as they are excessively surcharged in comparison to normal communication costs. Refer to the Mobile Telephony and Communication Devices Policy;
9. Identified expenditure are expenses incidental to the travel that have been identified in the expense summary of the approved travel request. i.e. Field work items/resources.; and
10. Where no receipts are available, up to a maximum of AUD $25 per business/unavoidable day to a maximum of AUD $200 per claim/trip can be claimed.

Any claims in addition to the expenditure outlined above will require email approval from the Vice-President (Finance and Resources).

All of the above costs are deemed to be included in any ADP payment and as such cannot be claimed by staff undertaking ADP.

University travellers cannot claim cost reimbursement for items of a personal or private nature. The University will not reimburse the following private expenses:

a. Snacks and morning/afternoon teas;
b. Minibar, bar and alcoholic beverage costs, other than as part of an evening meal or where specifically approved as official entertainment expenditure;
c. Health spas, saunas, massages and similar expenditures;
d. Haircuts;
e. Costs of in-room/external movies;
f. Costs of laundry (including dry-cleaning) where the trip is of short duration (four business/unavoidable days or less);
g. Clothing (except as covered by the Staff Agreements);
h. Routine medication for a pre-existing medical condition and non-prescribed medication;
i. Fares or rates that allow frequent flyer or club membership point upgrades that do not represent best fare or rate of the day policy; or
j. Other items determined to be personal or private.
k. If travellers wish to give a tip or gratuity, it shall be at the travellers' own expense. An exception can be made where a set percentage service charge is added to the bill in an overseas country where it is culturally expected and appropriate.

Where the University travellers intend to stay with friends or relatives this should be declared **when submitting the travel request for approval**. In such circumstances, reimbursement of accommodation expenses cannot be claimed. Refer to the Conflict of Interest Policy.

SECTION 5. RISK MANAGEMENT

The University has engaged the services of a travel risk management provider to assist travellers to assess, manage and monitor risk during international travel. World Travel Protection (WTP) provides the traveller with access to 24-hour expert advice and assistance before travel, while abroad and/or in an emergency.

Various services include but are not limited to:

a. Security advice, traveller tracking and assistance;
b. Emergency medical services;
c. Emergency extraction services;
d. Travel advice

Emergency calls can be made any time, day or night direct to World Travel Protection on +61 8907 5686.

When calling, have the following information ready:

- University Membership number: CC112UWS
- The number and location you are calling from
- Your personal details
- The nature of assistance that you require

SECTION 6. GENERAL PROVISIONS

6.1 Travel insurance

The University's corporate travel insurance policy provides cover for overseas travel for the following categories regardless of the source of funding:

1. Employees travelling overseas on approved official University business travel including, but not limited to, research, conferences, collaborations and meetings;
2. Employees travelling overseas on ADP leave;
3. New employees travelling to Australia to take up employment;
4. Guest speakers or guest travellers on approved official University business travel;
5. Visiting University job applicants;
6. Members of the governing body travelling for the purpose of University business;
7. Students undertaking approved University travel. This may include travel for the purposes of placement, work experience, practicum, research, conferences, study exchanges and tours.

In order for travel insurance coverage to apply, there should be a valid travel approval in place and booking through the University appointed Travel provider or travel arrangements uploaded and kept up to date in accordance with the Travel Policy and this Procedure. In the case of dual purpose travel, University travellers must meet any travel insurance costs for all private days.

For further information, please visit WSU Travel Insurance web page.

6.2 Airline Club Membership

The University has Corporate Membership of the preferred airline clubs. Frequent flyers can apply to their University Executive Committee Member, Dean, or Director of a Research Institute for approval to have their name added to the University Corporate Membership.

Whilst the University has not established a strict definition of 'frequent flyer' the determination would be that the employee undertakes official University business travel at least ten times per year. Corporate Membership involves both a joining fee (unless transferring from another scheme) and an annual subscription and these should be charged to the applicable cost centre and /project code as approved by the University Executive Committee Member, Dean, or Director of a Research Institute.

6.3 Key Contacts

1. University Appointed Travel Agent
   FCM Travel Solutions offers a booking service from 8:30am to 5:30pm Monday to Friday, and after hour's assistance to make any necessary changes to itineraries.

   FCM Travel Solutions
   wsu@fcmtravel.com.au or call 1300 555 062 or +61 2 9423 8010.

   After hours' assistance +61 2 3170 7823 to make any necessary changes to travel itineraries (service fees apply).

2. Travel Risk Management Provider
   World Travel Protection assists University travellers to assess, manage and monitor risk during international travel. The service provides destination information and a 24hr assistance service.

   World Travel Protection – University Membership Number CC112UWS
   Phone +61 2 8907 5686

3. University's Travel and Expense Support Team
   The support team is available to assist with completing travel and expense activities in TEMS from 8:30am to 5:00pm Monday to Friday.

   travel@westernsydney.edu.au or call (02) 4570 1814.

Key contacts details are provided on the travel itinerary to assist travellers whilst undertaking travel.

SECTION 7. GUIDELINES AND RESOURCES

Along with the WSU Travel Policy, this Travel Procedure document is to be read in conjunction with the below list of University Policies available on the Policy DDS.

Academic Development Program (ADP) Policy	Mobile Telephony and Communication Devices Policy
Code of Conduct	Motor Vehicle-Private Vehicle Use Reimbursement Policy
Conflict of Interest Policy	Office of Finance Overseas Travel Insurance webpage
Corporate Credit Card Policy	Personal and Discretionary Expenditures Policy
Delegations of Authority Policy	Procurement Policy
Department of Foreign Affairs and Trade - Smartraveller	Placement Policy
Disability Policy	Travel and Expense Management System (TEMS)
Fringe Benefits Tax (FBT)	Work Health and Safety Policy
Student International Mobility Policy	World Travel Protection Corporate Program