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# RMIT Travel Process Guide

A step-by-step guide  
to organising your  
business-related travel

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Issued by RMIT Procurement

[rmit.edu.au/policies/travel](http://rmit.edu.au/policies/travel)

## RMIT contact list & useful links

### Procurement

For information on travel policy, travel crisis management and risk advice, and how to create and lodge travel requests for approval, please click on the links below or email the Travel Team at [travel@rmit.edu.au](mailto:travel@rmit.edu.au)

- **RMIT Travel Policy**
- **RMIT Travel Portal (RTP) Guides**
- **Approved travel providers**
- **International SOS**

### Finance

For information on how to pay business-related travel expenditure including Fringe Benefits Tax (FBT), credit cards and cab charge, please click on the link below or email [financial.operations@rmit.edu.au](mailto:financial.operations@rmit.edu.au) with the subject: ">TX [insert subject]"

- **RMIT Operations Resources Policies**

### Insurances

For information on the corporate travel insurance policy including policy coverage and making a claim, please click on the link below or email [insurance@rmit.edu.au](mailto:insurance@rmit.edu.au)

- **RMIT Corporate Travel insurance Policy**

# Contents

**RMIT recognises that travel is an integral part of business for staff and students.**

This guide provides essential information to protect the well-being and safety of RMIT travellers on University business, as well as ensuring legal, tax and value for money obligations are met.



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# Before you Go

## Have the conversation

Prior to making a travel commitment, communicate your intention to travel with your supervisor taking into account the following responsibilities:

### Your absence

- Is travel for official University business?
- Is the funding source clearly identified and does it cover the costs involved?
- How will your absence impact on personal and team workload?
- Are you taking personal leave for private travel?

### Documentation & compliance

- Are your travel documents (such as passports, visas) up to date?
- Does your travel comply to the University's policies on expenditure incurred while travelling?
- Have you read the RMIT corporate travel insurance policy and understood its inclusions and exclusions, particularly those relating to pre-existing medical conditions?

### Wellbeing & safety

- Are you travelling to any high-risk and/or restricted areas?
- Are you fit for travel, including inoculations/ medications relevant to your destination/s?
- Are you participating in any high-risk activities?
- Are you aware of cultural or legal sensitivities at your destination/s?
- Will you have accessibility to communication tools (ie. Satellite coverage) at your destination?

**Need advice? All RMIT staff have access to the International SOS Global Assistance Program for 24/7 travel advice and assistance. Any time, any where.**

**For more information visit:**  
[rmit.edu.au/travel/risk&safety](http://rmit.edu.au/travel/risk&safety)

## Quotes & approval

RMIT contracted Travel Management Companies (TMCs) are here to help you plan and book your travel with expert advice and access to University negotiated airfares, hotel and car hire rates.

**Once you have a quote from a TMC, you can then seek approval for your travel via the RMIT Travel Portal (RTP).**

Confirmation of travel bookings and the issuance of tickets will not take place until appropriate approvals are obtained.

RMIT will not guarantee reimbursement for travel booked via other (non-contracted) TMCs or booked directly with airlines.



For more information & to download your RMIT Travel Portal user guides, visit:  
[rmit.edu.au/travel](http://rmit.edu.au/travel)



## RMIT Contracted Travel Management Companies

### CT Connections

P 03 8527 4040 / 1300 068 107  
E [rmit@ctconnections.com.au](mailto:rmit@ctconnections.com.au)  
[www.ctconnections.com.au](http://www.ctconnections.com.au)

### ATPI Voyager

P 1300 082 504  
E [au.rmit@atpi.com](mailto:au.rmit@atpi.com)  
[www.atpi.com/voyager/au-en](http://www.atpi.com/voyager/au-en)

### Reho Travel (study tours)

P 03 9823 5288  
E [studytours@reho.com](mailto:studytours@reho.com)  
[www.reho.com](http://www.reho.com)

## Services

- Airfares
- Accommodation
- Car & bus hire
- Rail tickets
- Group bookings
- Visa advice & processing
- Private travel (self-funded) for accompanying spouse, partners and dependents

# Quotes & Approval

## Before you Go

Our TMCs play an important role to assist RMIT in providing duty of care support, as well as helping you manage your itinerary and travel budget. Here's some useful guidelines you can use to plan your next business trip. Want more? Go to the RMIT Travel site [rmit.edu.au/travel](https://rmit.edu.au/travel)



### What does Lowest Cost Reasonable Fare mean?

The TMC is obliged to offer you a fare which is the cheapest daily fare available in their system for the particular route you will be travelling that meets your business requirements.

**The offered airfare takes into account the safety rating of airlines as well as the practicality of schedules.**

Lowest cost reasonable fares tend to be non-flexible and are cost effective for travel on outbound flights where the likelihood of cancellation is low.

Self-funded fare upgrades are permitted, however RMIT will not pay the difference for upgrades including the cost between the lowest cost reasonable fare to the upgradable fare class.

**Refer to the RMIT Travel site for useful links & policy information.**

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### What is the RMIT Travel Portal (or RTP)?

The RMIT Travel Portal (RTP) is an online software enabling RMIT travellers to lodge and obtain approval for business-related journeys (see page 11 to see who can access the RTP).

Travel security risk ratings determined by International SOS are fed into the RTP daily and each country is allocated a low, moderate, high or extreme rating. Destinations flagged as high risk and above require further information to be supplied and additional approval requirement (see page 7).

Cost centres for expenditure allocation and Reason for Travel is also collected in the RTP.

**It is vital you get your travel requests approved via the RTP as the RMIT corporate travel insurance policy requires proof of authorisation for insurance claims (see page 10).**



### Do I need to book my accommodation with the TMC?

RMIT travellers must use TMC to book all accommodation. Bookings made via the TMC is automatically fed into the RMIT International SOS travel locator service so we can locate and assist you in a timely manner during critical incidents.

**RMIT TMCs have access to over 300+ University exclusive hotel rates to suit all budgets worldwide.**

Where accommodation is not booked through the TMC, travellers must record the details through the RTP and the RMIT crisis management provider International SOS (see page 9).

Payment is not guaranteed by RMIT for accommodation booked or arranged through other (non-contracted) travel management companies or booked direct with hotels.



## Want a complete list of RMIT's negotiated travel suppliers?

You can find it at [rmit.edu.au/travel/providers](https://rmit.edu.au/travel/providers)



### Attending a conference that includes accommodation?

When a conference organiser provides pre-negotiated rates for accommodation close to or at the venue the traveller may use an RMIT travel arranger to book that accommodation.

The travel arranger must advise the RMIT TMC and record the accommodation details in the RTP and International SOS.

## Before you Go

# Payment & Allowances

### Per Diems



A per diem travel allowance can be requested by staff without corporate credit cards to cover meals and incidental expenses.

Per diem requests created and approved via RTP are automatically forwarded to Human Resources (HR) Payroll for processing.

For manual per diem applications, please contact [travel@rmit.edu.au](mailto:travel@rmit.edu.au) for further instructions.

### CabCharge / E-Tickets



Business-related travel within Australia? Use your corporate credit card or pick up a CabCharge/E-Ticket to pay for transfers to & from airports, accommodation and official business locations.

► [RMIT.EDU.AU/TRAVEL/CABCHARGE](http://RMIT.EDU.AU/TRAVEL/CABCHARGE)

### Corporate Credit Card



RMIT corporate credit cards can be used to cover reasonable business-related travel expenses including taxis, accommodation booked via a RMIT contracted TMC, transfers, meals and incidentals.

► [RMIT.EDU.AU/POLICIES/OPERATIONS-RESOURCES](http://RMIT.EDU.AU/POLICIES/OPERATIONS-RESOURCES) (UNDER FINANCE)

### Fringe Benefits Tax (FBT)



Any Fringe Benefits Tax (FBT) applicable to the private portion of travel is the responsibility of the traveller and will be deducted from salary unless the private portion is paid for from the traveller's personal funds at the time of booking.

Questions? Email the Finance Team [financial.operations@rmit.edu.au](mailto:financial.operations@rmit.edu.au) with the subject: ">TX [insert subject]"

### How do I pay for my TMC booking?

- Your approved RTP travel request becomes your Purchase Order.
- Once your travel is confirmed via a RMIT contracted TMC, an invoice will be forwarded to RMIT Central Finance who then deducts the amount from the Cost Centre code provided in your approved RTP travel request.

## During travel



### Travel smart

#### What is International SOS?

International SOS provides RMIT business travellers and expatriates with 24/7 worldwide assistance for problems and risks involving the following areas:

- Security (ie. Political unrest, violent and petty crime)
- Medical (ie. Vaccinations advice, access to emergency clinical treatments)
- Destination (ie. Country briefings, cultural advice)

It is important that you contact International SOS for a country briefing at the time of booking and again prior to travel to determine the travel risks at your intended destination/s.

Travel requests lodged through the RTP rated as High or Extreme risk will require additional information and final approval from the delegate set out in the Travel Risk Matrix (see RMIT Travel Policy).

Check the Corporate Travel Insurance Policy or email [insurance@rmit.edu.au](mailto:insurance@rmit.edu.au) to determine your insurance coverage.



### International Mobile Roaming

You must provide accurate and true contact details to the RMIT contracted TMC at the time of all travel bookings. This includes email addresses accessible from overseas, your mobile number and destination numbers.

International mobile roaming packs are available for RMIT Melbourne travellers and can be obtained 5 days prior to departure. See the RMIT Corporate Mobile Devices Process Guide for more information and complete the "Mobile – International Travel Request Form" at [rmit.edu.au/staff/it/forms](http://rmit.edu.au/staff/it/forms)

# Emergency assistance

## During travel

RMIT's primary responsibility is to protect the safety and wellbeing of all persons travelling on RMIT business. The International SOS Global Assistance Program provides RMIT travellers with advice and assistance when the unexpected happens.



### What is a Special Advisory Event and what do I need to do?

Special Advisory Events are situations posing imminent threat to life, limb or requiring immediate changes to current travel or movement plans.

Impacted travellers with itineraries registered on International SOS will be contacted by email, SMS/ text, and text voice (ie. Notification to mobile will ring and will read a prepared script to voice).

### The notification will ask for a return response of one from the following three options:

- 1) I am OK
- 2) I will contact an Assistance Centre for help (call +61 2 9372 2468)
- 3) I am not in this location

Each traveller will be contacted a total of 5 times by each method unless a response is received.



### How do I register my travel itinerary with International SOS?

Travellers booked via the RMIT contracted TMCs are automatically registered to receive alerts during a Special Advisory event.

If your travel booking is outside this process, you are responsible for providing itinerary information to International SOS.

You can do this by either:

- Manually entering your travel itinerary details online via the International SOS MyTrips Registration Tool; or
- Using the International SOS Forwarding Itinerary functionality.

Instructions for both methods can be found at [rmit.edu.au/travel/risk&safety](http://rmit.edu.au/travel/risk&safety)



## Did you miss your chance to respond to a Special Advisory Event?

Simply contact International SOS via any of the below methods as soon as you can.



### How to get help or travel guidance:

Quote the RMIT membership number **12ACPA000012** to get instant assistance or advice:



#### Phone

Call International SOS on +61 2 9372 2468



#### Online Portal

[www.internationalsos.com](http://www.internationalsos.com) and login with the RMIT membership number



#### Smartphone App

Go to your Play or App Store, search "International SOS Assistance" and download



### Did you know?

The International SOS app has a panic button to alert of difficulties whilst travelling.

All travellers are recommended to download the International SOS app onto their mobile devices to receive live alerts and notifications during their trip.

# Returning home



## Travel Diaries

To substantiate to the Australian Taxation Office (ATO) the genuine business purpose of travel, a Travel Diary must be recorded for *all* international business related journeys. For domestic journeys, a diary must be maintained where your time away from home is more than 5 consecutive nights. Failure to do so can bring the potential risk of financial penalties.

Travel Diaries can be completed in the RTP. You can attach supporting documentation such as relevant expense reports and receipts.

Travel Diaries must be submitted within the RTP for approval within 28 days of travel completion.



## Insurance Coverage & Claims

To be eligible for coverage under the RMIT Corporate Travel Insurance Policy (the Policy):

- Travel must be for authorised RMIT business-related activity
- Authorisation must be via the RMIT approval process through the RTP and a copy of the RTP approval will be required to confirm eligibility.

Claims against the Policy must be made within 30 days or as soon as possible thereafter.

For more information on the Policy inclusions and exclusions or to make a travel insurance claim, you can access forms and information from [rmit.edu.au/internalaudit/insurance](http://rmit.edu.au/internalaudit/insurance)

## Cheat Sheet

### Glossary

<b>RTP</b>	RMIT Travel Portal
<b>FBT</b>	Fringe Benefits Tax
<b>TMC</b>	Travel Management Company

### How do I pay for business travel?

	TMC	Credit Card	Per Diem	Cab Charge
<b>Airfares</b>				
<b>Accommodation</b>				
<b>Car Hire</b>				
<b>International Rail <i>ie. Eurostar</i></b>				
<b>Taxis</b>				
<b>Passports / Visas</b>				
<b>Incidentals</b>				

### Who can access the RTP?



Only continuous RMIT University (Australia only) staff with a valid e-number can access the RTP. Login as per your Citrix credentials.



Travellers without an e-number – Approval requests will need to be created on their behalf by a staff member within the same faculty and organisation unit.



RMIT Vietnam & Europe travellers – Do not have access to the RTP. Please refer to the process established as per your entities.



Group bookings – If you are booking travel for a large or complex groups, please contact [travel@rmit.edu.au](mailto:travel@rmit.edu.au) to discuss approval and payment authorization processes.