

1. What is the new Pre-Travel Approval process?

All domestic and international travel requests originating from CIEC must be submitted via a centralized platform. Each request will follow a predefined approval hierarchy, and you will receive notifications at every stage of the process.

2. Why are we transitioning to this new system?

This system streamlines the approval process, reduces delays, enhances transparency, and eliminates the need for manual, email-based approvals. It also allows real-time tracking of travel requests.

3. Who needs to approve my Pre-Travel request?

Approvals are required from the Operations, Finance, and Admin teams, depending on the nature of your travel.

4. Can I still submit travel requests via email?

No. All travel requests must be submitted through the designated platform. Email requests will no longer be accepted.

5. Will I receive notifications about my request status?

Yes. You will receive automated notifications for every status update - approval, rejection, or requests for additional information.

6. What happens if my travel request is denied or needs more information?

You'll receive a notification with the reason for denial, or the additional information required. You may revise and resubmit your request accordingly.

7. What should I do if my travel request is urgent?

Submit your request as early as possible through the platform. Please note that approvals are still mandatory, even for urgent travel.

8. What are the next steps after my Pre-Travel request is approved?

Once full approval is granted, you may proceed with booking tickets for your travel. Do not make any bookings before receiving final approval.

9. Does this process apply to both domestic and international travel?

Yes. The centralized approval process applies to all CIEC travel, both domestic and international.

10. Is this process applicable to all CIEC employees?

Yes. All employees and departments must use the platform for travel approvals.

11. Can I book travel without Pre-Approval?

No. Pre-approval is mandatory. The Finance team will adjust corporate card limits based on approved requests and will verify this during expense approvals. Summary reports may be shared at the SVP level as required.

12. What should I do if I face issues with the platform?

Please contact **Harish Balasubramanian** at xxx.yyyy@comcast.com for support.

13. What documents must I attach to my Pre-Travel request?

Attach an email approval from your onsite manager that includes:

- Traveler's Name
- Travel Location
- Travel Dates (From/To)
- Number of Days
- Purpose of Travel

14. What if my approved travel dates change?

Immediately notify your SLT approver and the Finance team, along with a justification for the change. You can reach out to Madhura Vikram from the Finance team at aaa.bbb@comcast.com

15. Will my corporate card limit be adjusted automatically after approval?

Yes. Once your request is approved, the Finance team will adjust your corporate card limit per CIEC guidelines. No further email is needed.

16. What if my request isn't approved after four business days?

You may follow up directly with your approver via Teams or email. The platform also sends automated reminders to approvers.

17. I don't have a corporate credit card but need to travel domestically. What should I do?

Your immediate supervisor can submit the request on your behalf. However, it is strongly recommended that you apply for a corporate credit card for business travel. To apply for a corporate credit card, please contact Nirmalkumar Krishnamurthy at yyy.ttt@comcast.com

18. I don't have a corporate credit card, but I need to travel internationally. What are my options?

Your supervisor can assist with flight bookings. However, you must apply for a corporate credit card before your scheduled travel. To apply for a corporate credit card, please contact Nirmalkumar Krishnamurthy at yyy.ttt@comcast.com

19. Can I submit one request for multiple travelers?

While individual requests are preferred, you may submit a single request on your behalf

- Up to 5 travelers for domestic travel
- Up to 2 travelers for international travel

20. Are there specific criteria for international travel from CIEC?

Yes. For international travel from the CIEC, **travel must be booked at least 60 days in advance. The maximum stay duration is 8 days (including travel dates).**

21. I'm unsure of my travel dates. What should I do?

Coordinate with your CIEC supervisor to finalize travel dates before submitting a request.

22. Do I need a valid visa before submitting an international travel request?

Yes. A valid visa is required prior to submitting your Pre-Travel request.

23. Can I access the platform without a Comcast ID?

No. The platform is accessible only via a Comcast ID. For access issues, contact harish Balasubramanian.

24. Can I submit multiple requests for the same trip?

No. Please avoid duplicate requests. Wait for the existing request to be processed.

25. What if my travel purpose or destination isn't listed in the dropdown menu?

Select the closest matching option. If the destination isn't listed, choose 'Other' and manually enter the location.