

**MRCC Admin National and International Travel SOP**

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**Standard Operating Procedure for National and International Travel**

# Objective:

This documents ensures that employees travel is consistent with the business objectives of MRCC IT Solutions PVT Ltd.

# Local Travel process:

Travel to customer site for pre sales effort, demos, presentations, walk through and onsite deliveries will be reimbursed as per approval from BU Head/VP/SVP. Travel Reimbursement form (Voucher), should be printed, filled in and duly authorized by Reporting Manager, and approved by Reviewing Officer / VP / SVP, before submitting to Accounts.

Any other reimbursement – such as towards lunch / dinner – will require special approval from BU Head.

## Domestic Travel:

|  |  |
| --- | --- |
| **Domestic travel:** | Economy Class |
| **International Travel:** | Economy Class |
| **Hotel Expenses:** | Single Occupancy |

## Travel Booking Process:

* Process to be followed for flight, Accommodation and Cab services.
* Travel Requisition form, should be duly filled in and the same should be sent by email to Admin.
* Travel Requisition should be submitted to Admin a minimum of 10 Days before the travel.
* Once Travel desk receives the travel requisition form, the team will share the flight and stay options with a tentative budget on the same day.
* The Budget needs an approval from BU head
* Post Approval, the tickets will be booked and confirmation will be provided in 2 hours.

## Cancellation Process -

* Ticket cancellation charges should be avoided and in unavoidable circumstances the ticket should be cancelled post approval from Bu Head
* The fare difference cost in the event of a cancellation / reschedule should be approved via email by the BU.

## Travel Expenses:

* People traveling for business purpose would reimburse their expenses as per the limit set by the HR. Please see the below reimbursement process:

# Reimbursement Process -

* In case of claims to be made for the travel, Voucher is to be submitted to Accounts.
* All transactions should be settled upon completion of the journey as per the accounting process and timeline.

## Reimbursable Expenses & Non reimbursable:

## Conditional Reimbursements (with prior approvals):

1 Business meals and meeting with a customer or a potential customer

2 A team lunch in case of 2 or more days of travel

## Non reimbursable expenses:

1 In room movies at hotel rooms

2 Membership fee for hotels, airlines and frequent flyer clubs

3 Personal guest meals

4 Excess baggage unless due to business requirements (needs approval on return)

5 Parking violation charges

6 Loss of personal funds or property

7 Reimbursements made for expenses incurred will not be allowed or approved unless

Required documents are furnished. In absence of such bills, receipts – the expenses are to

To be borne by the employee

# Service Level Agreement:

Additionally, to improve and maintain an overall efficiency of the entire Travel process the below mentioned internal SLAs have been defined by the team.

|  |  |  |
| --- | --- | --- |
| **Sr No** | **Task / Activity** | **I-SLA** |
| 1 | Acknowledgement to Travel request email sent to the Travel team and sharing the TR form | Up to 2 working Hrs. |
| 2 | Providing Tentative Budget as per TR form. | Up to 6 working Hrs |
| 3 | Booking confirmation of Tickets and accommodation post approval | Up to 2 working hours |
| 4 | Tickets to be shared with Traveler | Up to 2 working days from booking |
| 5 | Hotel Invoice to be paid on the same day before checkout. In case of BTC payment in 15 working days from checkout. | NA |
| 6 | All reimbursements payment on submission of bills | Up to 10 working days from submission |

**START**

Fills the TR form and shares with front desk

Stop

BU Head Approval

Manager Shares the request to BU Head

Employee raises travel approval request

Request sent to Manager

Employee Business Travel Plan

No

Yes

No

Stop

Budget Approval

Yes

Booking Confirmation

# International Travel Process:

1 Travel Requisition form, should be duly filled in and the same should be sent by email to Admin before the tickets are booked.

2 Travel Requisition should be submitted to Admin a minimum of 20 Days before the travel if the requisite visa is in place.

3 Ticket cancellation charges should be avoided and in unavoidable circumstances the ticket should be cancelled before 48 hours.

4 The fare difference cost in the event of a cancellation / reschedule should be approved via email by the Reporting Manager.

5 In case of claims to be made for the travel, Voucher is to be submitted to Accounts.

7 All transactions should be settled upon completion of the journey as per accounting team timeline.

8 Travel Reimbursement payments, would be cleared along as per accounting team process.

* + 1. **For Visa**

The Reporting Manager needs to inform Admin for Visa requirements.

The employee should submit the following for Visa application:

1. Passports, bank statements, and others as required with the specific & Invite Letter to be given, in Admin with the Visa processing form and the copy of credentials required.
   * 1. **Reimbursable Expenses & Non reimbursable:**

Miscellaneous reimbursable expenses:

1. Cost of visa and other travel required for business
2. Immunisation and/or medication required for overseas travel
3. Parking and toll expenses incurred while on company business

## Conditional Reimbursements (with prior approvals):

1 Business meals and meeting with a customer or a potential customer

2 A team lunch in case of 2 or more days of travel

## Non reimbursable expenses:

1. In room movies at hotel rooms
2. Membership fee for hotels, airlines and frequent flyer clubs
3. Personal guest meals
4. Excess baggage unless due to business requirements (needs approval on return)
5. Parking violation charges
6. Loss of personal funds or property

# Templates

* Travel Requirement Form
* Admin Voucher Template

# References

* Admin Policy / Handbook
* HR Travel Policy