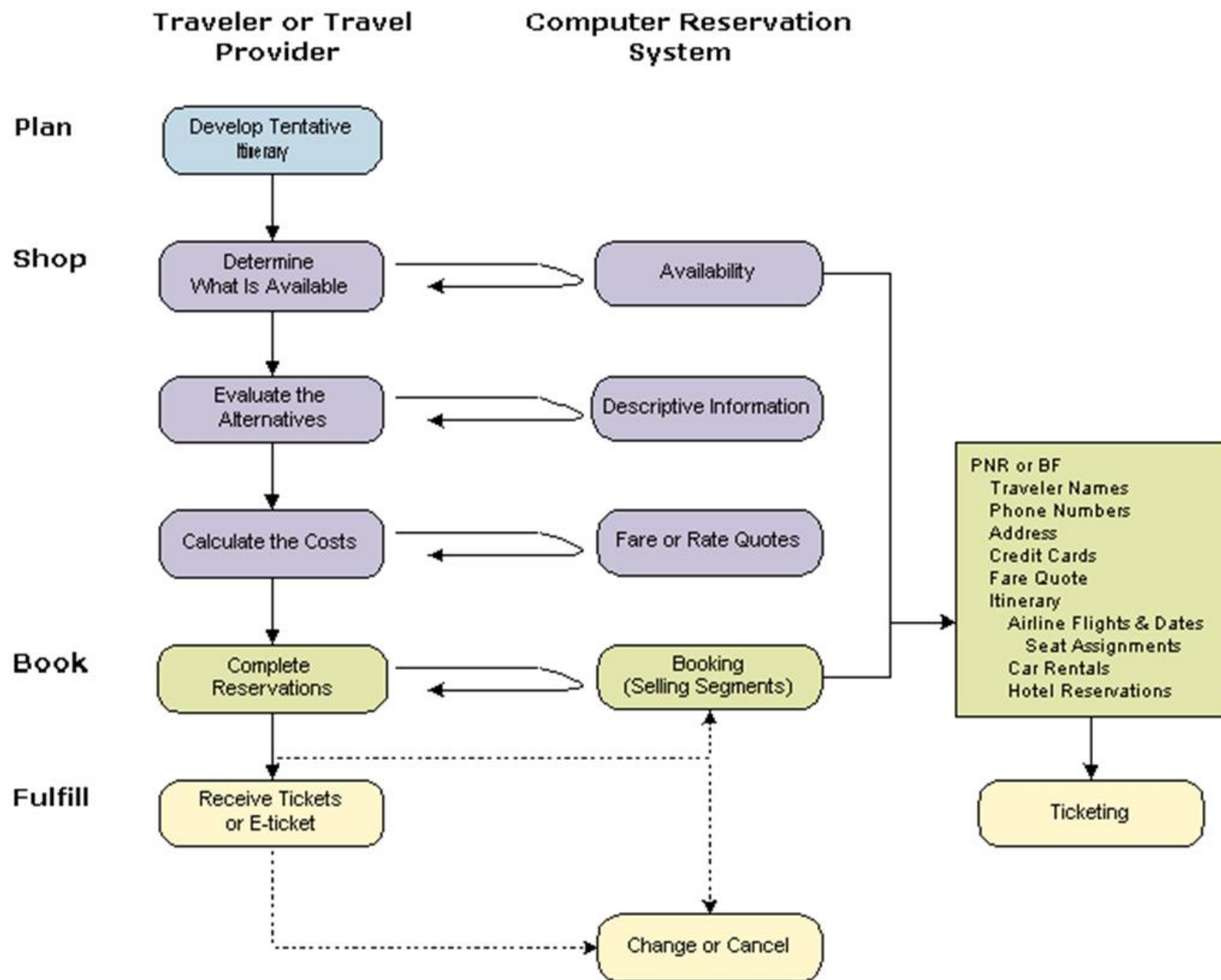




Travelling processes

TB 201 Airline Business and Ticketing



Roles in the Travel Process

STEP	WHAT'S HAPPENING	WHO'S DOING IT?
1	Decides there's a need to travel: <ul style="list-style-type: none">• Usually determines where and when• Brings into consideration an approximate cost	Traveler
2	Often the travel needs pre-approval: <ul style="list-style-type: none">• Does the supervisor support the business purpose?• Is there funding?	Traveler works with appropriate authority to authorize the trip
3	Makes the travel plans: <ul style="list-style-type: none">• Reserves flight, hotel, rental car• Figures out logistics of itinerary• Takes care of pre-trip details<ul style="list-style-type: none">○ Registered for UC Travel Insurance coverage?○ Has valid personal credit card or UC Corporate Travel Card?○ Has sufficient cash? Know how to exchange for foreign currency?○ Has valid photo ID, passport, visa?○ Knows options for ground transportation?○ Has contact information for parties at destination?	Traveler may do this themselves or work with an arranger in their department

STEP	WHAT'S HAPPENING	WHO'S DOING IT?
4	<ul style="list-style-type: none"> • Departs • Conducts business away from headquarters • Returns 	Traveler
5	<p>Recognizes need to report expenses and get reimbursed for anything that was paid out-of-pocket:</p> <ul style="list-style-type: none"> • Gathers documentation that supports the business purpose and explains any unusual or special circumstances • Collects receipts • Reviews trip log/diary/calendar to help recall where money was spent 	Traveler
6	<p>Enters information into a form so that details are recorded and a request for reimbursement can be submitted:</p> <ul style="list-style-type: none"> • Fills out the CSS form or alternative departmental process <ul style="list-style-type: none"> ◦ Accounts for all of the expenses – transportation, lodging, meals, miscellaneous ◦ Provides a business purpose for the trip ◦ Explains any extraordinary expenses and gives a business-related justification 	Traveler may do this themselves or work with a preparer in their department

STEP	WHAT'S HAPPENING	WHO'S DOING IT?
7	Signs the form to certify expenses are accurate	Traveler
8	<ul style="list-style-type: none"> • Reviews and approves the expense details • Signs the form to indicate approval: <ul style="list-style-type: none"> ○ Evaluates for policy compliance ○ Agrees that expenses are charged to a valid funding source ○ Follows-up with traveler on any questionable expenses or activities 	<p>This action is performed by various roles depending upon who has been delegated the authority based on:</p> <p>Funding Source</p> <ul style="list-style-type: none"> • Contract/Grant funds <ul style="list-style-type: none"> ○ Research Administrator • Departmental funds <ul style="list-style-type: none"> ○ Department Head ○ Manager ○ CAO <p>Circumstance</p> <ul style="list-style-type: none"> • Exceptional activity(link is external) <p>The approver may not directly or indirectly report to the traveler</p>
9	Processes transaction for final review and payment	Accounts Payable

Buying Decision Processes

Problem Recognition (การรับรู้ปัญหา)

Information Search (การแสวงหาข้อมูล)

Evaluation of Alternative (การประเมินทางเลือก)

Purchase Decision (การตัดสินใจซื้อ)

Post Purchase Behavior (พฤติกรรมหลังการซื้อ)