

PROCEDURE	REF: [REMOVED]DLV-0.1-1-ANNEX 23
TRAVEL REQUEST	

OWNER: CUST-DEV2	ISSUE DATE: 13/07/2011	VERSION: 2.00
<p>TAXATION AND CUSTOMS UNION DG</p> <p>SUBJECT:</p> <p>DLV-0.1-1_Travel Request</p>		
<p>CUST-DEV2</p> <p>[REMOVED]</p>		

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DOCUMENT HISTORY	

DOCUMENT HISTORY

Version	Date	Description	Action (*)	Pages
0.01	13/08/2010	Creation	I	All
0.02	22/10/2010	Internal Review	R	All
0.03	25/10/2010	Submitted for Information		
0.04	10/11/2010	Internal Review	I/R	All
1.00	15/11/2010	Submitted for Acceptance		
1.01	13/12/2010	Re-Submitted for Acceptance		
1.02	29/06/2011	Submitted for Review after update	I/R	
2.00	13/07/2011	Implemented comments and Submitted for Acceptance to DG TAXUD	I/R	All

(*) Action: I = Insert R = Replace

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INTRODUCTION	

1 INTRODUCTION

1.1 Document Purpose

The purpose of the document is to describe how CUST-DEV2 will handle travel requests.

1.2 Scope

This document is applicable to all CUST-DEV2 travel requests.

1.3 References

RD#	Title	Originator	Version	Date
[RD1]	Framework Quality Plan	CUST-DEV2	1.01	
[RD2]	Specific Contract Management Reference Manual (TMP-REF- MSC)	DG TAXUD	2.50	17/09/2010

Table 1-1: Reference documents

1.4 Acronyms and Abbreviations

See Annex 19 for the full list of Acronyms and Abbreviations. These below are the relevant abbreviations for the Travel Request.

ACRONYM OR ABBREVIATION	DEFINITION
CS	Consumption Sheet
DG TAXUD	Directorate General - Taxation and Customs Union
DTM	Deliverables Tracking Matrix
RfA	Request for Action

Table 1-2: Acronyms and Abbreviations

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2 PROCESS OVERVIEW

2.1 Process Goal

Travel Request is the process to get the authorisation from DG TAXUD for travel and subsistence expenses when CUST-DEV2 resources have to participate to training/workshop/demonstration or to meetings where travel is involved.

2.2 Error! Unknown document property name. **Boundaries**

A **Error! Unknown document property name.**, from a CUST-DEV2 perspective, includes:

- Creating the Travel Request excel sheet;
- Creating the Travel Request word documents;
- Creating the Authorisation request e-mail regarding the Travel Request;
- Consumption Sheet update.

Error! Unknown document property name. excludes:

- Other requests.

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3 ROLES AND RESPONSIBILITIES

3.1 Roles

ROLE	RESPONSIBILITY
CUST-DEV2 PMO Team	<p>The PMO Team is responsible for:</p> <ul style="list-style-type: none"> • Creating the Travel Request excel sheet; • Creating the Travel Request word documents; • Creating the Authorisation request e-mail regarding the Travel Request; • Sending the Authorisation request to DG TAXUD.
DG TAXUD	DG TAXUD is responsible of sending an authorisation e-mail about the Travel Request. This e-mail authorise or not the Travel Request.

Table 3-1: Roles and Responsibilities.

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CUST-DEV2's role within the Travel Request process will be to:

- Create the Travel Request excel sheet delivered in PDF format;
- Create the Travel Request word document;
- Create the Authorisation request e-mail regarding the Travel Request;
- Send the Authorisation request to DG TAXUD

Next to sending the Travel Request to DG TAXUD, CUST-DEV2 will also **register** the travels in the CS document.

4.1 Trigger Event

When travels are needed, the formal authorisation request procedure will be followed. The travel request process must be completed the latest 48 hours before the date of the training/workshop/demonstration or meeting.

If there is no existing RfA to cover the request, the formal request for action (RfA) procedure as defined in TEMPO will be followed.

DG TAXUD will assume its role as Authorisation Authority to prepare and submit to CUST-DEV2 contractor the Requests for Action (RfA).

The trigger for a travel requests can have different origins but has always to be send to the CUST-DEV2 mailbox:

- A request of DG TAXUD to attend a TM;
- A request to attend a workshop;
- A request for mission;
- A request for PSAT/SAT support;
- A request to attend on site a meeting related to a QTM;

The above list is not exhaustive.

A request for travel must always make reference to the triggering event.

4.2 Procedure Input

The inputs for the Travel Request process are the Travel Request PDF and the Travel Request word document.

4.2.1 Travel Request excel sheet (see Figure 4-2) input information:

- The Specific Contract reference;
- The pool RfA number reference;
- Total amount released by the pool RfA;
- The balance before the request;
- Total travel and subsistence costs;
- Remaining amount after the request;
- The purpose of the travel;

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- The departure and destination city;
- The number of people travelling for the purpose;
- The number of days of subsistence expenses;
- The estimated price of the travel costs;
- The location of the sessions;
- The sessions dates;
- The list of participants.

4.2.2 Travel Request word document (see Figure 4-3) input information:

- The Specific Contract reference;
- Travel type;
- The pool RfA number;
- The balance before the request;
- The purpose of the travel;
- The departure and destination city. One word document per Departure City;
- The number of people travelling for the purpose;
- The number of days of subsistence expenses;
- The estimated price of the travel costs.

4.3 Travel Request Registration

The CUST-DEV2 PMO team registers the request in the CS as of the moment that the request has been submitted to DG TAXUD with the status requested. When the Travel request is accepted the PMO team will change the status in the Consumption Sheet from requested to authorised. The request will be removed from the CS in case the request has been refused.

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4.4 Travel Request Process

4.4.1 The Flow

CUST-DEV2's Travel Request process is illustrated in Figure 4-1.

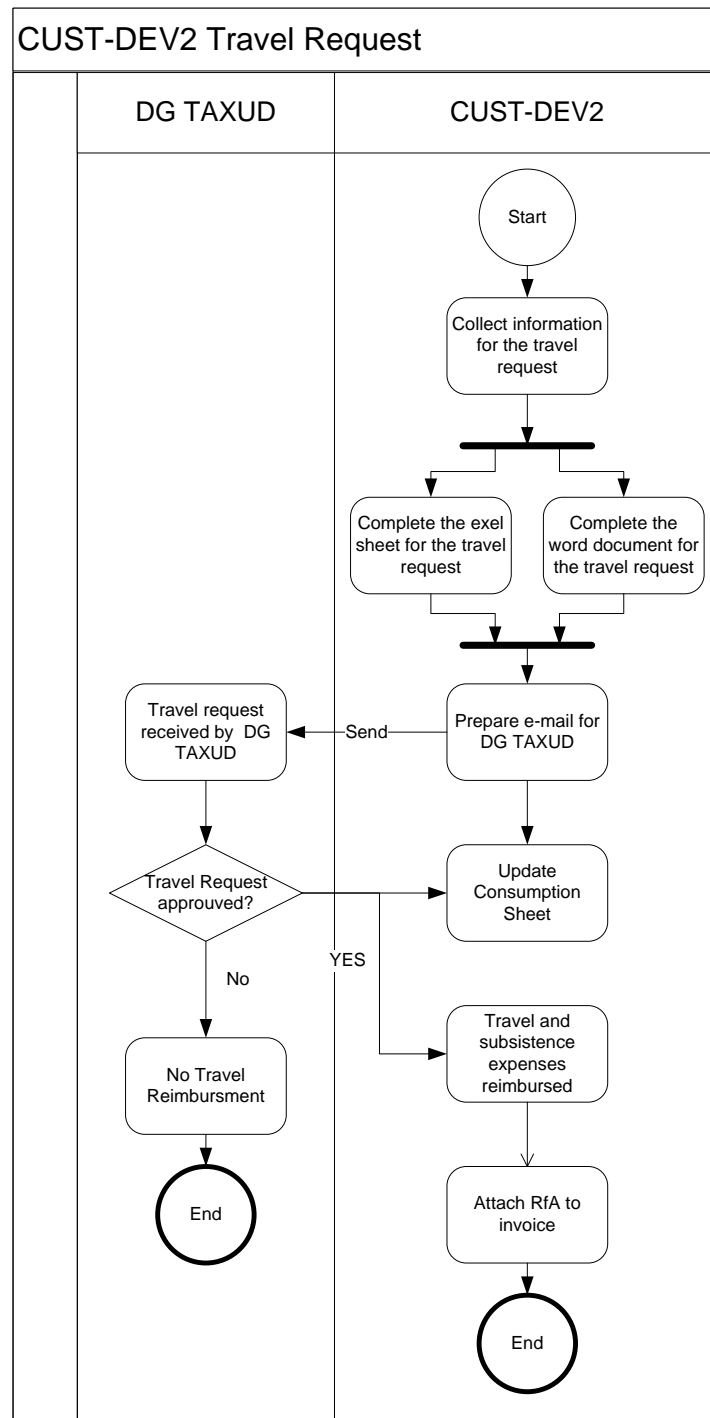


Figure 4-1: Travel Request

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4.4.2 The Procedure

The Travel Request activities are described in Table 4-1.

Step	Description
START	Trigger event
Trigger event	The traveller(s) will use the trigger event to start their request for travel.
Collect information for the Travel Request	CUST-DEV2's PMO team will collect the input information from the traveller(s).
INPUT	Information received from the travellers.
OUTPUT	<ul style="list-style-type: none"> • The Specific Contract reference; • The pool RfA number; • Total amount released by the pool RfA; • Balance before the request; • Total travel and subsistence costs; • Remaining amount after the request; • The purpose of the travel (= the trigger event); • The departure and destination city; • The number of people travelling for the purpose; • The number of days of subsistence expenses; • The estimated price of the travel costs; • The location of the sessions; • The sessions dates; • The list of participants.
Complete the excel sheet for the travel request	With the information collected, CUST-DEV2's PMO team will create the Travel Request excel sheet.
INPUT	Travel Request excel sheet (Figure 4-2).
OUTPUT	Travel Request excel sheet completed in PDF format.
Complete the word document for the travel request	With the information collected, CUST-DEV2's PMO Team will create the Travel Request word document (1 document per departure city).
INPUT	Travel Request word document (Figure 4-3).
OUTPUT	Travel Request word document completed.
Prepare the e-mail for DG TAXUD	CUST-DEV2's PMO Team will send an e-mail to DG TAXUD (to the sectors involved in particular with copies to the DG TAXUD functional mailboxes and to the supply management responsible) for RfA creation with the Travel Request excel sheet and word document attached. (Figure 4-4)

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INPUT	Travel Request excel sheet and word document completed.
OUTPUT	Send the e-mail to DG TAXUD (to the sectors involved in particular with copies to the DG TAXUD functional mailboxes and to the supply management responsible).
Travel request received by DG TAXUD	When DG TAXUD will process the e-mail, they can <ul style="list-style-type: none"> • Authorise the request; • Reject the request.
INPUT	E-mail sent by CUST-DEV2's PMO Team.
OUTPUT	Send e-mail to CUST-DEV2's with approval or rejection.
No Travel Reimbursement	If the Travel Request is not authorised, the travel costs will not be reimbursed.
INPUT	Received E-mail in response to the Travel Request from DG TAXUD.
OUTPUT	None.
Update Consumption Sheet	If the Travel Request is authorised, CUST-DEV2's PMO Team will update the Consumption Sheet.
INPUT	Received E-mail in response to the Travel Request from DG TAXUD.
OUTPUT	Consumption sheet updated.
Attach Approved request to invoice	If the Travel Request is authorised, CUST-DEV2's PMO Team will attach a copy of the RfA to the invoice.
INPUT	Received E-mail in response to the Travel Request from DG TAXUD.
OUTPUT	Invoice with attached E-mail Travel Request approval response from DG TAXUD.

Table 4-1: Travel Request Process

4.4.3 Travel Request excel sheet (PDF) Sample

[Picture]

Figure 4-2: Travel Request excel sheet

4.4.4 Travel Request word document Sample

[Picture]

Figure 4-3: Travel Request Word document

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4.4.5 Travel Request e-mail Sample

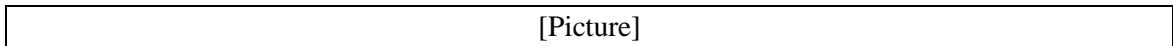


Figure 4-4: Travel Request e-mail