

Outgoing Travel Policies

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About Travel to Duke-NUS

The Office of Duke-NUS Affairs offers travel booking and coordination services for all visitors from Duke University or Health System. The level of support provided depends on the needs of the traveler and the funding arrangement for the trip. Travel funded by Duke-NUS is governed by one of two Duke-NUS policies: the Duke-NUS Overseas Travel Policy (Staff) or the Duke-NUS Overseas Visitor Travel Policy, each of which may differ from Duke University travel policies. Copies of the full Duke-NUS policies can be provided upon request.

Travel Policies: Visitors vs. Staff

Duke faculty who hold joint appointments with Duke-NUS Medical School are considered staff of Duke-NUS and their travel will be arranged according to the Duke-NUS Overseas Travel Policy (Staff). These dual faculty are expected to travel to Duke-NUS a set number of times per year. For information about the specific number of visits and the approved airfare class for travel, faculty should refer to their appointment letters.

Any traveler who does not hold an appointment with Duke-NUS is considered a “visitor” and their travel will be arranged according to the Duke-NUS Overseas Visitor Travel Policy. Each

visitor will be issued a letter of invitation from the Duke-NUS host department outlining the entitlements and expectations for the trip.

How Do I Book Travel to Singapore?

Travelers can book through the Office of Duke-NUS Affairs or book on their own and be reimbursed upon return.

All travelers going directly between RDU (Raleigh Durham) and Changi Airport (SIN) will book their flights through the Duke-NUS Affairs Office. However, our office will not book trips that do not originate at RDU or that incorporate additional destinations. Such tickets must be booked by the traveler and submitted for reimbursement according to the guidelines outlined in the invitation or appointment letter.

Overview of the Booking Process

Travelers should contact the [Office of Duke-NUS Affairs](#) once they have identified a host at Duke-NUS and agreed on the dates for the visit. All travelers must hold a passport valid for at least 6 months following the intended return from Singapore.

The first step is to submit the [outgoing travel request form](#), being sure to complete all required fields. When calculating your preferred travel dates, please make sure that they meet the requirements regarding the duration of stay in Singapore.

Note: *In most cases travelers must depart 48 hours (about 2 days) before they wish to arrive in Singapore, due to the duration of travel and the time difference. Sample travel schedules can be found [here](#).*

Booking Through the Duke-NUS Affairs Office

All travelers going directly between RDU and Changi Airport (SIN) must book their flights through the Duke-NUS Affairs Office.

Step by step instructions for booking through the Office of Duke-NUS Affairs

1. Traveler submits the [outgoing travel request form](#) and submits a copy of their passport info page to the protected Strongbox folder.
2. Office reviews the information and works with our travel agent to obtain flight options based on the information submitted.
 - a. We will do our best to accommodate your requests but cannot guarantee all preferences will be met.
3. Office requests approval of the flight options from the appropriate office at Duke-NUS.
4. Office contacts traveler with approved flight options to choose from.
 - a. Travelers are asked to respond ASAP to ensure the quoted airfare will not increase.

5. Office completes the booking and shares confirmed travel details with the traveler and the Duke-NUS host department.

Note: Please be aware that due to the time difference from our colleagues in Singapore the booking process may take as long as ten days to 2 weeks. We will try to expedite the process as much as possible.

Important information when booking through the Office of Duke-NUS Affairs

- The traveler will assume the full cost of any changes, upgrades or add-ons regarding their booked route. These charges are not eligible for reimbursement.
- If the traveler wishes to make changes to their ticket, they must contact the Office of Duke-NUS Affairs rather than contacting the airline directly. No reimbursements will be made for changes arranged without prior approval from our office.
- If the traveler wishes to extend their stay beyond the maximum number of nights stipulated in the invitation/appointment letter, please contact the Office of Duke-NUS Affairs for assistance making alternate arrangements. Airfare bookings cannot be finalized without this information.

Booking Independently

Travel that does not originate at RDU or that incorporates additional destinations must be booked independently. Please note that Duke-NUS will only reimburse for the portion of the ticket that is direct travel to and from Singapore.

Step by step instructions for booking independently

1. Travelers who book independently must submit the [outgoing travel request form](#) so our office can seek approval for the reimbursement amount.
2. Office reviews the information and requests approval for a reimbursement amount from the appropriate office at Duke-NUS, which is then shared with the traveler.
3. Travelers book their tickets and submit a copy of the booking to our office immediately.
 - a. This information is shared with the Duke-NUS host department to facilitate local arrangements in Singapore (transportation and hotel accommodations).
4. Upon return, the traveler is responsible for contacting the Office of Duke-NUS Affairs to initiate the reimbursement process.

Note: We recommend that travelers do not finalize their tickets before being notified about the reimbursement approval. Bookings that exceed the approved amount will not be eligible for reimbursement.

Important information when booking independently

- If the cost of the flight is less than the approved amount, the remaining funds **cannot** be used for any upgrades, Wi-Fi, seat selections, flight changes or any other cost not directly related to ticket price.

- Any costs incurred by deviation from the travel arrangements specified in the invitation or appointment letter (i.e. class of airfare, number of hotel nights, etc.) will be borne by the traveler and not eligible for reimbursement.
- The traveler will assume all costs for any ticketing changes made at any point in the process.

What's included?

The components of each trip vary depending on the traveler, host, and purpose of the visit. Most trips include the elements listed below and the specific terms for each arrangement will be outlined in the traveler's invitation letter or appointment letter.

- **Airport Transfers:** Transportation to and from the airport at the origination and destination.
- **Airfare:** Class of travel is determined by Duke-NUS policy and not guaranteed to match Duke policy.*
- **Hotel Accommodations:** Hotel options and the number of nights allowable are determined by the Duke-NUS host department.
- **Per Diem:** Covers meals, local transportation and other incidental charges while in Singapore; rates and dates covered subject to Duke-NUS policy and may differ from Duke policy.*
- **Honorarium:** Individuals giving a seminar organized or co-organized by Duke-NUS are eligible for an honorarium, which will be processed by the host department.
- **Singapore Withholding Tax:** Paid by Duke-NUS on behalf of non-residents.

** These entitlements differ depending on which Duke-NUS travel policy is in effect (Staff vs. Visitor). See [above](#) to determine which policy applies to whom.*

Per Diem

Per diems vary depending on the role of the traveler and the purpose of the visit. In some cases, the per diem will be processed by the Duke-NUS host department and travelers may need to submit financial information to facilitate this process.

In other cases, the Office of Duke-NUS Affairs may process the reimbursement on behalf of the traveler. Please contact [Juanita Sharper](#) with any questions regarding per diems.