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Outgoing Travel Policy for Visitors

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. The official policy will be provided upon request.

How Do I Book Travel to Singapore?

Travelers have the option of booking through the Duke-NUS Affairs Office or booking on their own and being reimbursed upon return. Unless otherwise specified, all travelers going directly between RDU and Changi Airport (SIN) will book their flights through the Duke-NUS Affairs Office. Travelers who are planning to incorporate additional destinations or originate at an airport other than RDU are required to book their own flights.

Whether you are booking through us or on your own, you must begin the process as follows:

1. Review your invitation or award letter, taking note of the specific travel arrangements it outlines
2. Ensure that your passport is valid for at least 6 months following your intended return from Singapore
3. Submit the [outgoing travel request form](#), being sure to complete all required fields
 - a. Upon submitting the form, you will be redirected to a folder where you can upload your passport information into our Duke Strongbox folder (travelers who are booking independently can skip this step)
 - b. When calculating your preferred departure and return travel dates, please cross-check them against your invitation letter to make sure you will meet the requirements regarding your duration of stay in Singapore
 - i. Please also avoid booking on any of the 11 [Singaporean public holidays](#)

For Travelers Booking Through the Duke-NUS Affairs Office:

Once we receive your travel booking request form, we will ensure the form is complete and check that the passport information was received. We will use that information to complete the rest of the process:

- Work with our travel agent to obtain flight options based on your travel preferences
 - We will do our best to accommodate your requests but cannot guarantee all will be met
- Request approval of the flight options from the appropriate office at Duke-NUS
- Present approved flight options to the traveler to choose
- Proceed to final booking
- Share confirmed travel details with the traveler and the Duke-NUS host office

Please be aware that due to the 12 to 13-hour time difference from our colleagues in Singapore the process could take as long as ten days to 2 weeks. We will try to expedite the process as much as possible.

The information included in your invitation letter will outline what additional arrangements you may be entitled to:

- Airport transfers (both at the origination and destination)
- Class of travel (determined by Duke-NUS travel policy; not guaranteed to match Duke travel policy)
- Hotel accommodations (hotel options and number of nights determined by Duke-NUS host)
- Per diem to cover meals, local transportation and other incidental charges while in Singapore
- Honorarium (for individuals giving a seminar organized/co-organized by Duke-NUS)

Important information when traveling on airfare booked 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 also not eligible for reimbursement.
- If the traveler wishes to make changes to their ticket, they must revert to the Duke-NUS Affairs Office rather than contacting the airline directly. No reimbursements will be made for changes arranged without prior approval from the office.
- If the traveler wishes to extend their stay beyond the maximum number of nights stipulated in the invitation letter, please contact the Office of Duke-NUS Affairs for assistance making alternate arrangements. Airfare bookings cannot be finalized without this information.

For Travelers Booking Individually:

Travelers may request to book their own travel and seek reimbursement if they are incorporating alternate destinations or have received permission from Duke-NUS. Please note that Duke-NUS will only reimburse for direct travel to and from Singapore.

Before you book:

- Confirm with your Duke-NUS host that you will be booking your own airfare
- Complete the [travel booking form](#) so the office can seek approval for the reimbursement amount
 - We recommend that travelers do not finalize their tickets before being notified of the amount that will be reimbursed
- Please refer to your invitation letter for information regarding the approved class of travel, which may differ from your Duke entitlement

Important information when booking individually:

- If the cost of your flight is less than your 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 changes made by the traveler for any reason, the traveler will assume all cost for the changes and there will not be any reimbursement.
- Any costs incurred by deviation from the travel arrangements specified in your invitation letter (i.e. class of airfare, number of hotel nights, etc.) will be borne by the traveler and not eligible for reimbursement.
- Please contact our office upon your return to obtain cost center information for your reimbursement.

Per Diem Processing:

If your invitation letter indicates that you are entitled to a per diem, the office hosting you at Duke-NUS will ask that you submit the financial information required to process the reimbursement. Please note that the per diem rates and procedures in this situation are based on Duke-NUS policy and may differ from Duke policy.

Outgoing Travel Policy for Faculty with Duke-NUS Appointments:

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. The official policy will be provided upon request.

Joint appointment holders are expected to travel to Duke-NUS a set number of times per year. Please refer to your appointment letter for that information as well as the approved airfare class for your travel.

How Do I Book Travel to Singapore?

Travelers have the option of booking through the Duke-NUS Affairs Office or booking on their own and being reimbursed upon return. Unless otherwise specified, all travelers going directly between RDU and Changi Airport (SIN) will book their flights through the Duke-NUS Affairs Office. Travelers who are planning to incorporate additional destinations or originate at an airport other than RDU are required to book their own flights.

Whether you are booking through us or on your own, you must begin the process as follows:

1. Confirm visit plan with your Duke-NUS department
2. Ensure that your passport is valid for at least 6 months following your intended return from Singapore
3. Submit the [outgoing travel request form](#), being sure to complete all required fields
 - a. Upon submitting the form, you will be redirected to a folder where you can upload your passport information into our Duke Strongbox folder (travelers who are booking independently can skip this step)
 - b. When calculating your preferred departure and return travel dates, please cross-check them against your departmental approval to make sure you will meet the requirements regarding your duration of stay in Singapore
 - i. Please also avoid booking on any of the 11 [Singaporean public holidays](#)

For Travelers Booking Through the Duke-NUS Affairs Office:

Once we receive your travel booking request form, we will ensure the form is complete and check that the passport information was received. We will use that information to complete the rest of the process:

- Work with our travel agent to obtain flight options based on your travel preferences
 - We will do our best to accommodate your requests but cannot guarantee all will be met
- Request approval of the flight options from your Duke-NUS department Head of Office
- Present approved flight options to the traveler to choose
- Proceed to final booking
- Share confirmed travel details with the traveler and the Duke-NUS department

Please be aware that due to the 12 to 13-hour time difference from our colleagues in Singapore the process could take as long as ten days to 2 weeks. We will try to expedite the process as much as possible.

The Duke-NUS department will determine the traveler's eligibility for following:

- Airport transfers (both at the origination and destination)
- Class of travel (determined by Duke-NUS travel policy; not guaranteed to match Duke travel policy)
- Hotel accommodations (hotel options and number of nights determined by Duke-NUS host)
- Per diem to cover meals, local transportation and other incidental charges while in Singapore
- Honorarium (for individuals giving a seminar organized/co-organized by Duke-NUS)

Important information when traveling on airfare booked 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 also not eligible for reimbursement.
- If the traveler wishes to make changes to their ticket, they must revert to the Duke-NUS Affairs Office rather than contacting the airline directly. No reimbursements will be made for changes arranged without prior approval from the office.
- If the traveler wishes to extend their stay beyond the maximum number of nights approved by the host department, please contact the Office of Duke-NUS Affairs for assistance making alternate arrangements. Airfare bookings cannot be finalized without this information.

For Travelers Booking Individually:

Travelers may request to book their own travel and seek reimbursement if they are incorporating alternate destinations or have received permission from Duke-NUS. Please note that Duke-NUS will only reimburse for direct travel to and from Singapore.

Before you book:

- Confirm with your Duke-NUS department that you will be booking your own airfare
- Complete the [travel booking form](#) so the office can seek approval for the reimbursement amount
 - We recommend that travelers do not finalize their tickets before being notified of the amount that will be reimbursed
- Please refer to your appointment letter for information regarding the approved class of travel, which may differ from your Duke entitlement

Important information when booking individually:

- If the cost of your flight is less than your 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.
- After booking flights the traveler must send flight information to our office so that the relevant hosts can book hotel accommodations.
- Any changes made by the traveler for any reason, the traveler will assume all cost for the changes and there will not be any reimbursement.
- Any costs incurred by deviation from the travel arrangements specified in your appointment letter and departmental approval (i.e. class of airfare, number of hotel nights, etc.) will be borne by the traveler and not eligible for reimbursement.
- Please contact our office upon your return please contact our office to obtain cost center information for your reimbursement.

Per Diem Processing

Depending on your appointment to Duke-NUS, you may be eligible for a per diem of \$130 SGD/day for the duration of your trip, beginning on the first day of travel. The Duke-NUS Affairs Office can now also assist with entering Duke-NUS per diem claims in Concur. **Please note: this service is applicable to per diem payments only.**

For assistance through our office:

- Contact Star-shemah (Star) Jones star-shemah.jones@duke.edu
- Star will request to add herself as your expense delegate in Concur
- Star will enter the per diem payment request that will route to you for approval
- Once you approve, the claim receives funding approval
- Once all approvals are received, payment is disbursed using the same method that you use to receive your paycheck

If you or your staff prefer to enter the claim yourself, you may contact our office to obtain the fund code information. For more detailed instructions, please view this [Quick Reference Guide](#). Please note that since Concur automatically calculates the per diem based on the US Department of State rates, you will have to manually adjust the daily rate by following the instructions in Step 20 of the Quick Reference Guide.