



TRAVEL PROCEDURE PRO 50.9

Rev.

Aprov.

Pg. 1 of 12
Rev.:

TRAVEL PROCEDURE

PURPOSE

- To present the procedure for staff travel at the IAC.

The nature of the IAC and its activities mean that staff must inevitably travel. These requirements include observation campaigns, congresses, work meetings, seminars, conferences and joint work. This procedure is designed to ensure that staff travel and the associated costs are managed efficiently. This document also functions as a list of services and user guide.

Travel Orders may be used for travel by: IAC personnel [Global IAC Personnel (GP), Contract Workers (CW), Temporary Workers (TW), 1 and 2 Resident Astrophysicists RA), TAC members, personnel seconded from the Spanish Government, personnel appointed by the University of La Laguna (UL), the Spanish National Research Council (CSIC), staff from Partner organisations and interns from the IAC (B2), ME and other institutions affiliated to the IAC.

OWNER

Irene Fernández Fuarros. Manager of the Research and Graduate Students Divisions

AUTHORISED TO

Define performance indicators. Specify monitoring information required. Analyse indicators and identify improvements needed.
Request information to establish measurements
Implement improvements after the indicator analysis
Establish pilot groups for modifying the procedure.
Propose members for the procedure improvement group.
Revise the procedure.
Manage the maintenance of the Travels Web Page

SERVICE AREAS COVERED

Instituto de Astrofísica de Canarias

INDICATORS

Total number of travels / Total expenses on traveling
Number of days to get the advanced payment, from the delivering of the SOD to the Secretariat
Number of days to get the advanced payment, from the start of the SAP system
Number of days to get the final payment after the delivering of the final balance to the Secretariat
Number of days to get the final payment after closing it in SAP
Number of days to pay to the Travel Agency after closing it in SAP

PROCEDURE CONTROL

Revised by:

Eva Bejarano Padrón	(Apoyo administrativo Administrativo)
Irene Fernández Fuarros	(Gerente Áreas de Investigación y Enseñanza Superior)
Domingo Aníbal García Hernández	(Investigador Postdoctoral)
Lourdes González Pérez	(Apoyo administrativo Subjefe Administrativo)
Rocío Mesa Martínez	(Apoyo administrativo Subjefe Administrativo)
Adela Rivas Fortuny	(Apoyo administrativo Subjefe Administrativo)
José Manuel Ramos Aguilar	(Funcional Técnico Ingeniero)



TRAVEL PROCEDURE PRO 50.9

Rev.

Aprov.

Pg. 2 of 12
Rev.:

REFERENCES:

This procedure has been produced to comply with the following documents:

- Instituto de Astrofísica de Canarias Quality Manual.
- R.D. 640/87 of 8 May (part repealed).
- IAC Collective Bargaining Agreement.
- **R.D. 462/2002 of 24 May on the reimbursement of business expenses**
- Royal Decree 439/2007, of 30 March, which approves Personal Income Tax regulations *and amends the regulations on pension plans and funds approved by Royal Decree 304/2004, of 20 February.*
- 2nd December 2005 Resolution of the Secretary of State for Finance and Budgets, announcing the 2nd December 2005 Agreement by the Council of Ministers to revise subsistence allowances in Spain in accordance with Annex II of Royal Decree 462/2002 of the 24th May.
- Laws governing Annual State Budgets.
- Regulations governing integrated activities between Spain and other countries.
- **Instruction of the Secretaries of State for Public Administration and Budget and Expenditure on entitlement to compensation for secondments dated 22nd October 2013.**
- **Resolution of February 9th 2018 on the reimbursement of travel expenses (important novelty) (**)**
- **Instruction of April 29th 2019 about transportation in superior classes (important novelty)**

() The beginning and the end of the SOD will have to be coincident with the beginning and the end of the works, the employee have to do, and longer stays can't be reimbursed.**

- Order HFP/793/2023, of July 12, which reviews the amount of compensation for the use of a private vehicle established in Royal Decree 462/2002, of May 24, on compensation for reasons of service (NEW IMPORTANT)
- Law 40/2015 of October 1 on the Legal Regime of the Public Sector
- Law 39/2015 of October 1 on Common Administrative Procedure of Public Administrations

RESPONSIBILITIES

The applicant should:

- Request the corresponding SOD for approval at least 10 days before the scheduled date for the applicant to travel.
- Failure to comply with this period must be duly motivated in the justifying report.
- In general, the minimum notice for the request for the issuance of tickets and / or vouchers must be 7 days, and the breach of the aforementioned period must be justified and the justification must be duly motivated.
- In the SODs, the displacement of a single public employee will be authorized, avoiding the displacement of work teams.
- Justify in time and form the advance received for travel, providing the original supporting documents of the expenses incurred, including the subsidized trips
- Fully complete the SOD including your signature and that of the person responsible for the account and its immediately superior command, in addition to the authorization of the Director in case the trip is for more than one public employee, and deliver them to the Secretary of the Area or Unit.
- Proof of your residence in the Canary Islands (see details in the section "Travel Information").
- Provide the original supporting documents of the expenses made immediately and within seven days after the end of the trip, including the subsidized trips, and deliver them to the Secretary of the Area or Unit.
- In the case of denial of a trip originally planned as subsidized, return the originals removed from the travel file from the date of withdrawal within a maximum period of three months.
- In the case of attendance to Congress, Seminar, Course or School, must attach to the original justification or copy of the proof of attendance issued by the organization of said event. A copy will be sent to your HR file, in the case that you consider that it has a formative character and you want it to be added to your file. The proof of payment of the registration or the list of attendees will not be valid for the purposes of justification.



TRAVEL PROCEDURE PRO 50.9

Rev.

Aprov.

Pg. 3 of 12
Rev.:

- The supporting documentation and the original supporting documents must be ordered by dates relating each of the documents provided and the concept of expense, also attaching the list of documents according to the model and duly completed.
- Accept and sign the supporting account, according to the model, taking responsibility for the veracity of what is stated therein.
- In the case of illness of the interested party or of a member of his family of first or second degree, the interested party must provide the corresponding medical report that justifies the impossibility that prevents him from making the trip approved in the SOD, contributing the same in the settlement of the trip.
- Complete and deliver both the authorization of the Director and the supporting report.

The Project Leader:

- Authorize the expenditure of the SOD to the corresponding project account, confirming in doing so that this expenditure is eligible for it and that it has funds to do so.
The corresponding SOD must be delivered to the corresponding Area Secretariat with a minimum of 10 days and a maximum of 7 days before the displacement occurs.

The General Services Coordinator/Administrator:

- Has delegated authority from the Director for the Authorisation of SODs.

The Director:

- Approves the final account for the SOD

Manager of the Research and Graduate Students Divisions (Process Owner):

- Owns the travel process.
- Oversees the application criteria defined by the regulations, and any necessary amendments, so that the regulations are interpreted consistently.
Directs the travel process.
- Produces a continuous improvement plan for the travel process.
- Drafts the communication plan for the travel process.
- Drafts the training plan for personnel assigned to the travel process.
- Drafts and manages performance indicators for the process.
- Keeps work processes and documents up to date.
- Analyses and designs the structure chart for the procedure.
- Promotes continuous improvement in SAP.

The Division Secretariat:

- Expressly inform the staff of his/her Area or Unit, especially the newly incorporated, about the procedures to be done to travel and how to complete the SOD.
- Receive the duly completed SOD to process the final authorization of the Area Coordination.
- Manage the trip according to the data provided in the SOD.
- Deliver the SOD duly signed and authorized to the Key User to whom the trips of that Area are assigned.
- Once the trip has been made, collect the supporting account provided by the interested party, resolving any doubts, the personnel of your Area for processing in SAP and signature.
- In case of error in any of the accounts justifying, contact by mail with the / the applicant, for clarification of it.
- Deliver the justifying accounts to key users and end users for their SAP process.
- Provide the applicant with the application form to withdraw original documentation in the case of subsidized trips.
- Participate in the negotiation of special conditions (unification of service fee, preferential treatment, etc.) and regular contact with the travel agencies with which the IAC works.
- In case of cancellation of flights by the airline and / or by unforeseen and meteorological situations, arrange a certificate with the issuing agency certifying that the flight was canceled due to reasons beyond the control of the interested party and the IAC and allowing the refund total or partial to the IAC.
- In the event of the loss of a later connection due to a delay in the arrival of the previous flight, a certificate from the issuing agency of the ticket and documentary evidence must be provided by the interested party if he has paid the airline tickets

Finance Department:



TRAVEL PROCEDURE PRO 50.9

Rev.

Aprov.

Pg. 4 of 12
Rev.:

- Processes the payment of advances and the final account for the travel.
- Pays the advance to the applicant.
- Pays the final account.
- Reclaims the balance of the final account where it is negative.

Accounts Department:

- Processes and releases the anticipated travel costs.
- Processes the reconciliation of the anticipated and true travel costs on receipt of the final account.
- Keeps all travel records.

Key User:

- Act as an intermediary between the travel procedure and the SAP computer module.
- Act as trainers of the travel process.
- Participate in keeping the travel procedure updated and in its validation
- Resolve the incidents according to the procedure established for the resolution of them.
- Process in SAP the travel request and the advance request, if applicable.
- Consult through the corresponding transaction the advances that may have been made.
- Process the justifying account in SAP.
- Be a member of the group of monitoring and improvement of the travel process.

Final User:

- Act as an intermediary between the travel procedure and the SAP computer module.
- Process in SAP the travel request and the advance request, if applicable.
- Process the justifying account in SAP.
- Be a member of the group of monitoring and improvement of the travel process.

Technical Grades:

- Maintain the SAP implementation of the process.
- Provide initial training in SAP to key users and end users of the process.
- In the case that SAP interfaces must be carried out with other IAC applications, collect and send the technical information required to perform the interface.
- Resolve incidents following the procedure established for them.
- Be a member of the group to follow up and improve the travel process.
- Manage the escalation of incidents, supervising the documentation and billing of what is passed at level 3
- Ensure the technical documentation associated with the incident process.
- Coordinate with the Key Users the monitoring of the correct functioning of SAP.
- Elevate to the Consulting Company, through the procedure and point of contact established for this, the incidents for correction of errors and evolutionary maintenance of the SAP system.

Improvement Group:

It is a group of people with a deep knowledge and use of one or several parts of a process coordinated by the person who owns the travel process, with the following functions:

- Prepare reports on the status of the process.
- Define indicators and follow up.
- Review and monitoring of the status of incidents according to the FT report.
- Prepare proposals to improve the process for the Process Group.



TRAVEL PROCEDURE PRO 50.9

Rev.

Aprov.

Pg. 5 of 12
Rev.:

PROCESS

The travel process has three steps:

1. TRAVEL REQUEST
2. PAYMENT IN ADVANCE
3. FINAL ACCOUNT

1. TRAVEL REQUEST:

1.1 COMPLETE THE TRAVEL ORDER REQUEST FORM

The SOD form is available on the IAC's internal website.

The applicant will complete, with the help of the Secretariat of its Area if necessary, the SOD following the instructions in the instructions for its completion and will deliver it in the corresponding Area or Unit Secretariat.

TRAVEL MANAGEMENT

The applicant must make an express indication of the start and end dates of the SOD and the start and end dates of the authorized trip for specific reasons (vacations and own affairs)

The start and end of the Services Commission must be temporarily adjusted at the time of the start and end of the exercise of the functions that entitle it to the same, the cancellations or extensions of stay at the destination are not compensable when they are not duly justified.

The processing of travel reservations (plane, train, hotel, rental car, etc.) with the successful travel agency SEKAI CORPORATE TRAVEL S.L.U. – BCD TRAVEL

1.- The interested party will process their requests using the system <https://age.bcdtravel.es/age/> in which they must have previously registered.

All plane reservations, long-distance trains, rental cars, medical insurance, accommodation must be processed with this travel agency (within the corresponding maximum according to destination – RD 406-2002 <https://www.boe.es/buscar/act.php?id=BOE-A-2002-10337> <https://www.iac.es/es/intranet/informacion-iac/processes/viajes>)

Only in the case of accommodation and, as an exception to the above, the interested party may manage the reservation and payment of the accommodation on their own.

It is not permitted under any circumstances to manage reservations of another nature with other travel agencies or on your own account. If any of these scenarios occur, the interested party will bear the expense and cannot be reimbursed by the IAC.

The exceptional nature of this rule is detailed in the following paragraph:

EXCEPTIONALITY FOR TRAVEL BOOKING OUTSIDE OF THE CENTRALIZED CONTRACT (APPROVED IN CD OF JULY 5, 2023):

The Technical Prescription Document for the centralized “Travel Agency Service” contract, in section 3.3.3.2, establishes that:



TRAVEL PROCEDURE PRO 50.9

Rev.

Aprov.

Pg. 6 of 12
Rev.:

Requests for both information and service provision received during the morning (between 8 a.m. and 3 p.m., Monday to Friday) will be responded to before the end of that day's work day; Requests received during the afternoon (between 3:00 p.m. and 7:00 p.m. on a working day, Monday to Friday) may be responded to during the same afternoon and during the morning of the following day.”

Consequently, even though processing through this travel agency service is recommended whenever possible, **in the event that a request, within one month prior to the date of the trip, has not been attended to within a period Within 24 hours, IAC staff will be able to directly book your trip outside of the centralized contract.** However, for this:

- **Cancellation of the processed request:** The corresponding request must be canceled through the company's application, so that it is recorded.
- **Documentary accreditation:** Failure to comply with the response deadline by the company must be proven with the settlement of the trip, through screenshots or equivalent documentary evidence, clearly showing the application number that was attempted to be processed and the time periods elapsed.

This 24-hour period does not apply to group trips, which due to their complexity may have a response time of 48 hours.

In the event that these exceptional circumstances occur, and in the cases contemplated, the user may directly purchase the trip, and will be reimbursed with the settlement; You will not be able to purchase it through another travel agency.

NEW INSTRUCTION 30. APRIL 2019:

In accordance with the competences attributed by article 63.1. d) of the Law 40/2015, of October 1, of the Legal Regime of the Public Sector, and article 4 of the aforementioned Royal Decree 462/2002 of May 24, and the Instruction of the Subsecretary on the authorization of transportation in upper class in service commissions within the scope of the Ministry and of the agencies dependent on or attached to it, in the trips managed by the IAC:

1. In general, in the service commissions in the scope of the Department and its dependent or attached agencies, the tourist rate will be used, with restrictions for changes and cancellations. In these cases, the SODs will be authorized as usual.
2. In those cases in which, exceptionally, the use of another tariff is required, prior express authorization by the Assistant Secretary shall be required, as stipulated in the Resolution:

e) Transportation. Both in the travel by plane, train or other means of transport, the services contracted by the travel agency will be used, in the terms established in said contracts. In general, the tourist fare will be used, with restrictions for changes and cancellations, given that this modality significantly lowers the cost of the ticket.

Exceptionally, and after express authorization, the competent body for the designation of the service commissions, other rates may be used.

To this end, the duration of the trip will not constitute, on its own, enough motivation for the authorization of the aforementioned and will require, in any case, in addition to the corresponding justification in the report, that the journey between the origin and destination exceeds six hours and the commission of services is less than three days.

3. For the processing of the authorization referred to in the previous point, it will be necessary to complete the Report that is attached as an Annex to the Instruction, indicating the reasons for which such authorization is requested, and taking into account the restrictions imposed on them. The effects are indicated in section 5.e9 of the Resolution of February 9, 2018.

4. The Report signed by the body that proposes the designation of the commission of service, together with the draft authorization, prepared according to the models attached to this instruction, will be sent to the Technical Office of the Subsecretariat (subsecretaria@ciencia.gob.es) requesting authorization from the Assistant Secretary. The memorandum signed by the proposing body of the commission will indicate in all cases the exact duration of the journey and the commission of services, with respect to the draft authorization, this must be completed in Word with the data of the trip for which it is requested the authorization and the Technical Cabinet will proceed to review and put it to the Assistant Secretary's signature.

5. The authorization of the Assistant Secretary shall be processed as expeditiously as possible in order to avoid delays in the organization of the trip and in the reservation and issuance of tickets.



TRAVEL PROCEDURE PRO 50.9

Rev.

Aprov.

Pg. 7 of 12
Rev.:

6. In any case, the travel agency will require that the authorization of the Assistant Secretary for the use of transportation in upper class be given prior to the issuance of a ticket of these characteristics.

The processing of travel reservations directly by whoever travels, as well as the support of the corresponding Area or Unit Secretariats is detailed in the document Instructions for completing the SOD (ANNEX II)

The processing of travel reservations directly by whoever travels, as well as the support of the corresponding Area or Unit Secretariats is detailed in the document Instructions for completing the SOD (ANNEX II)

Transport

The applicant will indicate the estimated amount to be spent for train, bus, metro, taxi, streetcar, own car or, in special case, rental car expressly authorized in the SOD, only in those cases in which it is documented. which is the best option available.

Board and lodging

Accommodation expenses will not be reimbursed in terms of extra consumption (cellar, minibar ...) as well as baggage instructions in hotel and extra hotel accommodation, parking tickets, departures after the maximum time established by the hotel or lodging (late check-out)

The internal website contains a copy of the Boletín Oficial del Estado (BOE) which gives the authorised board and lodging rates by group and destination country.

Section: Accommodation.

The applicant will indicate the approximate amount for this concept, always within the maximum authorized limit per night, at the chosen hotel.

The concept of accommodation includes the cost of accommodation, breakfast and telephone, including Internet connection costs that can be charged day by day.

When the SOD lasts more than four days, it may be authorized to compensate for the exact amount spent on expenses for WASHING AND / OR IRONING OF PERSONAL CLOTHING.

In case of contracting the accommodation through a Travel Agency, that is to say, that is paid in the hotel establishment with a voucher instead of with cash, it is obligatory to ask for this one, a supporting document that justifies your stay in the same , where your name and the dates of the stay appear, without the need to include the associated economic data. Failing that, a copy of the hotel voucher (either paid with your own card or charged to the IAC) stamped by the hotel establishment, valid as the supporting document, may be provided.

Section: Subsistence.

The applicant must give an estimated cost for the number of days that he or she expects to be away, referring always to the rate approved for each group and destination country.

Subsistence rates will follow the Public Administration scheme with IAC grades ranked as follows:

Groupings:

- Group 1: Director of the IAC
- Group 2: Group 2 IAC Personnel under the current Collective Bargaining Agreement, Outside the Agreement and Civil Servant grades.
- Group 3: IAC Personnel from group 3 and 4 of the current Collective Bargaining Agreement



TRAVEL PROCEDURE PRO 50.9

Rev.

Aprov.

Pg. 8 of 12
Rev.:

Other expenditure: The applicant will also be reimbursed for the exact cost of any official telephone calls and internet use incurred in the course of the secondment, on production of proper receipts and with the approval of the authority that arranged the Secondment.

NO telephone calls received by the employee will be reimbursed, even if they are of an official nature.

ASSESSMENT OF THE ADVANCE

In case an advance payment is requested, the corresponding section must be filled out. During the processing of the SOD, it may be the case that a lower advance payment is authorized, if the requested one exceeds the established limits.

SIGNING THE TRAVEL ORDER REQUEST

The SOD will be signed by the applicant, the Project Manager, the immediate supervisor and the Coordinator / General Services Administrator / Deputy Director / Director.

The SOD will be processed in SAP by the Key or Final User corresponding to the Area of the applicant, creating the trip, including the economic valuation of the trip, having to record and settle the trip in the SAP system.

If there is no credit or the game is not valid, the Key or Final User will inform the Project Manager and the applicant to solve the problem.

2.- RECEIVING THE ADVANCE

Once the SOD data is saved and authorized in SAP, which includes the scanning of the SOD document and its upload in SAP, and the signature of the budget document associated with the trip has been verified, the Treasury will consult the authorized and pending payments to proceed to its payment according to travel dates and cash availability. The applicant will be informed of the approximate date on which the advance will be paid.

Advances will be requested at least 72 hours prior to the departure date and, unless there is an exceptional and justified need, there is no need to make an advance or pay any expenses related to the SOD, within fifteen days of the departure date. . Authorized advances generate a financial document that will not allow payment of this advance until it is confirmed by the authorized signatures established for this transaction.

The advance to be justified will be settled upon return of the trip and once the CJ is presented and accepted by the applicant. The interested party will be required to return the unspent excess or a complementary payment will be paid for the difference in his favor.

In case of need for prepayment, prior to fifteen days, for concept and / or amount different from those standardized in this Procedure, they must be justified and authorized in an attached document duly signed by the Project Manager and the Area Coordinator.

The Treasury Unit is responsible for managing in SAP the "Execution of the accounting" and "Accounting of the advance payment", prior to the payment of the advance.

Key Users and End Users will have access to the information of the advances made in order to reliably manage the subsequent justification of the trip.

3. PROOF OF TRAVEL

The justification of the trip by the applicant as well as the support of the Key Users, Final Users and Area or Unit Secretariat are detailed in the document Instructions for completing the Justification Account CJ (ANNEX III)

TO JUSTIFY THE SOD IT IS ESSENTIAL TO PRESERVE ALL THE ORIGINAL BILLS AS WELL AS THE ORIGINAL SHIPPING CARDS.



TRAVEL PROCEDURE PRO 50.9

Rev.

Aprov.

Pg. 9 of 12
Rev.:

In the case of electronic tickets, the ITR must be presented. The ticket provider has the obligation to send it by email including the ticket number, price with management fees and travel conditions. The ITR must be requested at the time the ticket is issued, at another time there is no possibility of having it, since the reservation system does not have it.

ITR is the electronic ticket / itinerary.

You must attach to the travel file in Service Commission, ACCREDITABLE DOCUMENT issued by the Organization, which justifies the attendance to Congresses, Seminars and Courses with indication of the dates.

In case of loss or non-presentation of the same (hotel bill or others), the interested party will be responsible for said expenses, the IAC being unable to reimburse said expenses.

In the original accommodation invoices must clearly state THE NAME, and THE DAYS (dd / mm / yy) OF ENTRY AND DEPARTURE, as well as the number of occupants of the room as well as the diet SA (accommodation only) HD (accommodation and breakfast), MP (half board), FB (full board or full board) or IT (all included).

In case of using a Travel Agency hotel voucher, it is necessary to present a document accrediting the stay at the Hotel or a copy of the hotel voucher with the original stamp of the hotel establishment, as indicated above.

In case of using a rental car, it is necessary to submit an original invoice and justify the reason for its use, which must be expressly authorized in the SOD.

If the original documentation for subsidized trips is requested, the corresponding application will be completed according to ANNEX V, and the Certificate will be processed according to model (APPENDIX VI)

JUSTIFICATIVE MEMORY:

The reason why the SOD has been completed less than 10 days before the requirement must be justified.

The exceptional use of the private vehicle instead of public transport must be justified.

The parking of the private vehicle in railway stations, buses, ports and airports must be justified for more than 24 hours.

NEW INSTRUCTION APRIL 30, 2019:

The issuance of airline tickets, train or other means of transport must be justified when using other rates than the tourist with restrictions for changes and cancellations

The electronic signature will be used in the processing of the SODs as well as the supporting account CJ (digital transformation of the Public Administrations)

DOCUMENT ARCHIVE:

As long as the IAC does not have a computerized documentary file, the custody of the travel file corresponds provisionally to Accounting, who will receive the files of the Key Users and End Users.



TRAVEL PROCEDURE PRO 50.9

Rev.

Aprov.

Pg. 10 of 12
Rev.:

ANNEXES

ANNEX I. MODEL OF APPLICATION FOR THE SOD (on line form)

ANNEX II: INSTRUCTIONS FOR FULFILLING THE APPLICATION FOR THE SOD

ANNEX III: INSTRUCTIONS FOR COMPLETING AN ACCOUNT OF JUSTIFICATION

ANNEX IV: DOCUMENT RELATIONS MODEL

ANNEX V: REQUEST FOR WITHDRAWAL OF ORIGINAL DOCUMENTATION FOR SUBSIDIZED TRAVEL

ANNEX VI: CERTIFICATE THAT ACCREDITS THE WITHDRAWAL OF THE ORIGINAL DOCUMENTATION OF SUBSIDIZED TRAVEL.