

# Standard Operating Procedure (SOP): Travel Booking Procedures and Vendor Selection

This SOP details **travel booking procedures and vendor selection**, covering the steps for planning, booking, and managing travel arrangements, criteria for selecting travel vendors, approval workflows, cost control measures, and ensuring compliance with company travel policies. The objective is to streamline travel management, optimize vendor partnerships, and achieve cost-effective and efficient travel solutions while maintaining traveler safety and satisfaction.

## 1. Purpose

Establish standardized processes for travel booking and vendor selection to ensure efficiency, compliance, cost control, and employee safety.

## 2. Scope

This SOP applies to all employees and authorized travelers booking travel for business purposes on behalf of the company.

## 3. Responsibilities

- **Travelers:** Submit travel requests and comply with travel policies.
- **Travel Coordinator/Administrator:** Manage travel bookings and vendor relationships.
- **Supervisors/Managers:** Approve travel requests and exceptions.
- **Finance Department:** Oversee travel expenditures and reimbursements.

## 4. Travel Booking Procedures

1. **Planning**
  - Identify travel purpose, destination, and dates.
  - Review company travel policy for allowable expenses and approval levels.
2. **Travel Request Submission**
  - Submit formal travel request via company travel portal or designated form.
  - Include required details: traveler name, destination, dates, purpose, estimated cost.
3. **Approval Workflow**
  - Supervisor/Manager reviews and approves/rejects travel requests within 2 business days.
  - Exceptions (e.g., premium class, non-preferred vendor) require higher-level approval.
4. **Booking**
  - Once approved, booking must be made:
    - Through authorized travel management platforms or preferred vendors.
    - Within specified timelines to secure best rates (typically 14+ days in advance).
  - Capture all necessary documentation (itineraries, confirmations, invoices).
5. **Travel Changes/Cancellations**
  - Notify travel coordinator and follow vendor policies for modifications or cancellations.
  - Document reasons for changes and seek approval if additional costs are incurred.
6. **Post-Travel Reconciliation**
  - Submit receipts and travel expense reports within 5 business days of return.
  - Finance reviews and processes reimbursements according to policy.

## 5. Vendor Selection Criteria

Criteria	Description
Compliance	Vendors must meet industry, legal, and internal standards (e.g., insurance, licensing).
Service Quality	Evaluate based on reliability, safety, responsiveness, and user feedback.
Pricing	Competitive rates, transparent fees, and value-added services.
Accessibility	24/7 support and easy online/offline booking options.
Technology	Integration capability with existing booking/expense systems and mobile app support.

Reporting	Ability to provide usage, spend, and compliance data.
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## 6. Vendor Evaluation & Review Process

1. Shortlist vendors meeting above criteria and invite proposals/quotations.
2. Score and compare vendors using weighted evaluation matrix.
3. Conduct reference or background checks as needed.
4. Approve preferred vendors for travel categories (air, hotel, ground transport).
5. Review vendor performance annually or after major incidents/complaints.

## 7. Cost Control Measures

- Book economy class unless otherwise justified and approved.
- Utilize negotiated and corporate rates where available.
- Set daily per diems for meals and incidentals.
- Encourage advance purchase for transportation and lodging.
- Monitor travel spend and address outliers with reporting tools.

## 8. Compliance & Exceptions

- All travel must adhere to company travel policy and this SOP.
- Exceptions (e.g., travel outside approved vendors, upgrade requests) require documented approval from department head or higher authority.
- Regular audits will be conducted to ensure policy adherence.

## 9. Safety & Traveler Support

- Ensure travelers have access to emergency support and insurance coverage details.
- Register with company travel tracking platform for real-time updates and assistance.
- Provide pre-travel risk assessments for high-risk destinations.

## 10. Review & Update

This SOP will be reviewed annually and updated as required based on feedback, changes in policy, or regulatory requirements.