
From: Sandy Lau
Sent: Wednesday, May 03, 2006 12:46 PM
To: Claire Lau
Subject: RE: Business Trip

2006 年 5 月 3 日

Dear Claire

Have asked Farrington to book air tix for you. Just fyi, it's the formal procedure of business travel stated in IntraNet. Finance needs Glee's approval finally.

Thanks
 SaL

1.1.1 Approval Hierarchy

a) Up to Assistant Manager	Recommend Manager	Approve Senior Manager/ General Manager (if no SM)/ Either of ED or Deputy Executive Director (if no GM)
b) Manager	Senior Manager	General Manager/ Either of ED or Deputy Executive Director (if no GM)
c) Senior Manager	General Manager	Either of ED or Deputy Executive Director
d) General Manager	-	Either of ED or Deputy Executive Director
e) Deputy Executive Director	-	ED
f) Executive Director	-	Chairman of the Board

From: Claire Lau
Sent: Wednesday, May 03, 2006 12:36 PM
To: Sandy Lau
Subject: RE: Business Trip

Yes I will. It's recommended and approved by Cynthia, except the few days of annual leave which I need to get her approval upon her return. Just like to start booking the air as I need to advise SP asap. Will keep you posted. Thanks...Claire

From: Sandy Lau
Sent: Wednesday, May 03, 2006 11:58 AM
To: Claire Lau
Subject: RE: Business Trip

Dear Claire

Pls be reminded to fill in Business Travel Request Form before your trip as it needs Glee's approval too.

Thanks
 SaL

2006 年 5 月 8 日

From: Claire Lau
Sent: Monday, May 08, 2006 3:46 PM
To: Sandy Lau
Cc: Eliza Cheng
Subject: FW: My BT

Dear Sandy,

FYI, too. Will fill in the form as per your advice.

Cheers...Claire

From: Cynthia Leung
Sent: Monday, May 08, 2006 3:32 PM
To: Claire Lau
Subject: RE: My BT

Sure. Am happy with the below.

From: Claire Lau
Sent: Monday, May 08, 2006 3:28 PM
To: Cynthia Leung
Subject: My BT

Dear Cynthia,

Further to your email to SP re the Market Study trip to Paris and London, please find below a summary of my trip fyi :

16 May (Tue)

Late night flight to Paris (with Jacqueline and Ken)

17 May (Wed)

Full day for Focus Group

18 May (Thu)

Site visit to Lina's Store (the co-op partner for the major integrated campaign in France for this FY)

Trade In-depth interview/ and Focus Group

19 May (Fri)

More Focus Groups

20 May (Sat)

Depart with SP team to London

22 May (Mon)

Full day Meeting with FCB, trade and agency visits arranged by Sue

-----Original Message-----

From: Claire Lau

Sent: Friday, May 12, 2006 10:46 AM

To: Carman So (CS)

Cc: Sandy Lau

Subject: RE: itinerary for Ms Lau's to Europe

2006 年 5 月 12 日

Dear Carman,

Please confirm my booking as follows :

16 May

Dep Hong Kong on CX261 2355

Arr Paris 0650* (on 17 May)

20 May

Dep Paris on BA305 0940

Arr London 1005

30 May

Dep London on CX254 2235

Arr Hong Kong 1750* (on 31 May)

Please confirm all aisle seats for me and please DO NOT include my Asia Mile Membership No.
I'll do so when I check-in.

Many thanks...Claire

-----Original Message-----

From: Carman So (CS)

Sent: Monday, May 08, 2006 5:52 PM

To: Claire Lau

Subject: itinerary for Ms Lau's to Europe

<<ITIN_IMLJOB_0508175123.rtf>>

From: Rita Wong
Sent: Monday, May 15, 2006 9:44 AM
To: Sandy Lau
Subject: RE: CLau's Business Travel Request Form?

2006 年 5 月 15 日
(即「劉」出發前一天)

Dear Sandy
It's now on its way to CL.
thanks

From: Sandy Lau
Sent: Friday, May 12, 2006 7:15 PM
To: Rita Wong
Subject: CLau's Business Travel Request Form?

Dear Rita

I've passed Claire's Business Travel Request Form (together w her Leave Application Form) for GLee's approval. The Leave Application Form is returned to us today. Is the Business Travel Request Form still with you?

Thanks
SaL

-----Original Message-----

From: Sandy Lau
Sent: Tuesday, May 16, 2006 11:05 AM
To: Claire Lau
Subject: RE: itinerary for Ms Lau's to Europe

2006年5月16日
(即「劉」出發當天)

Dear Claire

Believe FAE has sent you the finalised e-tix and itin. Pls pass a copy/email to me as I need it to settle payment. Also if you've received the Business Travel Request Form approved by GLee, pls pass a copy to me too.

Many thanks
SaL

-----Original Message-----

From: Claire Lau
Sent: Friday, May 12, 2006 10:46 AM
To: Carman So (CS)
Cc: Sandy Lau
Subject: RE: itinerary for Ms Lau's to Europe

Dear Carman,

Please confirm my booking as follows :

16 May
Dep Hong Kong on CX261 2355
Arr Paris 0650* (on 17 May)

20 May
Dep Paris on BA305 0940
Arr London 1005

30 May
Dep London on CX254 2235
Arr Hong Kong 1750* (on 31 May)

Please confirm all aisle seats for me and please DO NOT include my Asia Mile Membership No. I'll do so when I check-in.

Many thanks...Claire

-----Original Message-----

From: Carman So (CS) [REDACTED]
Sent: Monday, May 08, 2006 5:52 PM

-----Original Message-----

From: Sandy Lau
Sent: Tuesday, May 16 2006 2:09 PM
To: Claire Lau
Subject: RE: eTicketReceiptPrint for 16May to Europe

2006年5月16日
(即「劉」出發當天)

Thanks, Claire. Do you have the approved Business Travel Request from from GLee too?

Thanks
SaL

-----Original Message-----

From: Claire Lau
Sent: Tuesday, May 16, 2006 11:11 AM
To: Sandy Lau
Subject: FW: eTicketReceiptPrint for 16May to Europe

Hi Sandy,

Sorry forgot to copy you.

Cheers...Claire

-----Original Message-----

From: Carman So (CS) [REDACTED]
Sent: Monday, May 15, 2006 11:23 AM
To: Claire Lau
Subject: eTicketReceiptPrint for 16May to Europe

Hi Claire,

Herewith e-ticket copy with itinerary FYI.

Please ensure passport validity 6 months and holding valid entry visa to about countries.

Invoice will post to you later.

Have a nice trip
Carman

<<eTicketReceiptPrint.htm>> <<ITINERARY.rtf>>

-----Original Message-----

From: Claire Lau

Sent: Tuesday, May 16, 2006 2:10 PM

To: Sandy Lau

Subject: RE: eTicketReceiptPrint for 16May to Europe

2006年5月16日
(即「劉」出發當天)

Not yet. Will pass it to you if I get it back. May be via Cynthia though...

-----Original Message-----

From: Sandy Lau

Sent: Tuesday, May 16, 2006 2:09 PM

To: Claire Lau

Subject: RE: eTicketReceiptPrint for 16May to Europe

Thanks, Claire. Do you have the approved Business Travel Request from from GLee too?

Thanks

SaL

-----Original Message-----

From: Claire Lau

Sent: Tuesday, May 16, 2006 11:11 AM

To: Sandy Lau

Subject: FW: eTicketReceiptPrint for 16May to Europe

Hi Sandy,

Sorry forgot to copy you.

Cheers...Claire

-----Original Message-----

From: Carman So (CS) [REDACTED]

Sent: Monday, May 15, 2006 11:23 AM

To: Claire Lau

Subject: eTicketReceiptPrint for 16May to Europe

Hi Claire,

Herewith e-ticket copy with itinerary FYI.

Please ensure passport validity 6 months and holding valid entry visa to about countries.

Invoice will post to you later.

2006 年 6 月 12 日

Ada Lau

From: Kim Put
Sent: Wednesday, June 14, 2006 3:35 PM
To: Ada Lau
Subject: FW: CLau's Business Travel Request Form?

Pls keep

-----Original Message-----

From: Patricia Lam
Sent: Tuesday, June 13, 2006 7:15 PM
To: Agnes Ngai; Kim Put; Jessica Tsui
Subject: FW: CLau's Business Travel Request Form?

Pls keep to trip report & tix payment for future ref.

-----Original Message-----

From: Grace Lee
Sent: Tuesday, June 13, 2006 2:48 PM
To: Patricia Lam
Subject: FW: CLau's Business Travel Request Form?

Dear Pat,

For payment record re: a trip undertaken by Claire to France for market study. The trip was disapproved. However CCPR claimed that they have not received the 'disapproved' form back from DO. Claire therefore went ahead. The following e-mail arose yesterday when Claire re-submitted the form for approval.

Grace

-----Original Message-----

From: Grace Lee
Sent: Monday, June 12, 2006 10:54 PM
To: Cynthia Leung
Subject: Re: CLau's Business Travel Request Form?

Dear Cynthia,

Under the circumstances, we have no choice but to approve the trip. Pls make sure all trips are approved prior to travel.

Grace

-----Original Message-----

From: Cynthia Leung [REDACTED]
To: Grace Lee [REDACTED]
Sent: Mon Jun 12 20:45:22 2006
Subject: RE: CLau's Business Travel Request Form?

Dear Grace

I just checked. As per below email from Rita, she thought it was already on the way and to my office finally. Pls note that Sandy is not only my secretary but also the secretary for the whole OPR team, she has to provide admin. support to the team. I can understand why she won't follow up everything thoroughly. FYI - I work quite independently and for any internal mail or incoming are all handled by myself and based on previous experience, it's very okay for this work flow. I just tried my best to lessen my colleagues' workload.

I really don't want to put the blame to Sandy. I think the root of the problem is that I haven't sought you/Clara's approval prior to making commitment to my team members. That's probably my fault.

Rdgs
Cynthia

From: Grace Lee
Sent: Monday, June 12, 2006 8:34 PM
To: Cynthia Leung
Subject: RE: CLau's Business Travel Request Form?

Dear Cynthia,

Before we give you a reply on this, I suggest you ask Sandy to advise why she has not followed up with Rita again after not having received the form back. We could have addressed this issue before Claire's departure, and not after she has done the trip already.

Grace

From: Cynthia Leung
Sent: Monday, June 12, 2006 8:22 PM
To: Grace Lee
Subject: RE: CLau's Business Travel Request Form?

Dear Grace

I did check with Sandy when Clair re-submitted the form for my signature.

I'd like to give you more background about why I asked Claire to join this focus group study. I got an email from SP and asked if myself or any of my colleagues would like to join. I preferred staying in HK for other jobs but thought it would be great for Claire to join. I personally did learn a lot from the focus group which helped me in shaping media angles, sharing with the press, etc. Since I was asked by SP, I thought it would not be a problem if I assigned anyone to go. If Clara and yourself had concern on the no. of people traveled to Europe for this focus group, I definitely would discuss with you and might ask Claire "don't go".

Since she went already, I don't know what I can do so that you would approve it. However, she

did achieve a lot in the trip which she also had meetings with RDs and PR agencies re the upcoming PR projects.

In future, I would definitely ask for your approval before allowing any of my staff to travel overseas.

Rdgs
Cynthia

From: Grace Lee
Sent: Monday, June 12, 2006 8:09 PM
To: Cynthia Leung
Subject: FW: CLau's Business Travel Request Form?

Dear Cynthia,

Sandy did enquire with Rita that the business request form was not received together with the leave application form on 12 May. Therefore if the form was still not received after Rita's reply, would she not have followed up with Rita again ? I suggest you ask Sandy to search her files.

Grace