

KANOO TRAVEL & KAUST - SABRE GT USER GUIDE



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BUSINESS TRAVEL

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BOOKER'S GUIDE



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HOW TO LOGIN TO GT?

1. Type the URL on the search engine: <https://getthere.kaust.edu.sa>
2. Your username and password is KAUST credentials



جامعة الملك عبد الله
للعلوم والتقنية
King Abdullah University of
Science and Technology

King Abdullah University of Science & Technology Login Service

Login

You have chosen King Abdullah University of Science & Technology Login Service as your home institution to log onto wx1.getthere.net.

Username:

Password:

LOGIN

You are being redirected from the below website:

wx1.getthere.net



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HOW TO UPDATE YOUR PROFILE?

1. Select Profile on Home Page. Click on Personal Information to update your profile
2. Likewise you can select other options such as Flight preference, hotel preferences, etc. to update your membership details

Personal information

Name, address, and phone number

For your security, information stored in your profile may be masked.

* First name

Vernon

Middle name

* Last name

Bear

* E-mail address

ravikant.kumar@kanoo.com

* Country

India

* Address

1

Please Note:

It is very important to update your profile such as Name as per passport, passport number, etc. as this information is used by airlines for verification



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HOW TO BOOK FLIGHTS?

1. Input the airport “from” and “destination”, departure date and arrival date. Preference of departure time can be mentioned as this will trigger your travel policy based on flight option selected

1. Select whether you need Flight / Hotel reservations.

2. Select whether you want a round-trip, one-way, or multi-destination trip. Notes: Multi-destination trips can only be shopped by time (not price).

3. Do one of the following:

- Search by Time

If you searched by time, this results page shows the options for the first segment of your trip. (You will select the next segment on a different page.) These results are displayed according to the earliest departure time. You will see the price of your itinerary after you select all segments for your journey.

- Search by price

If you searched by price, this results page shows the options for all segments of your trip, both departing and returning. The results are displayed according to the lowest price. Depending on your company's settings, a matrix may be displayed that makes it easier for you to filter which flights are displayed in the availability list. You can click the available airlines, price, or the number of stops for each flight.

4. Enter your departure and arrival cities, travel dates, and other criteria as needed. If you chose a multi-destination trip then you will have to update the departure and arrival cities for each leg .

5. You can also select Advanced search options. If necessary, click the Advanced search options link, and do one or more of the following:

6. Select No of travelers

7. Class of Service - You have an option of Selecting from different types of Sub-classes like Premium economy, Business and First Class but note that you may be flagged as Out of policy if not taking the lowest available fare.

8. The click on Search where you will get the search result



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IMPORTANT UPDATE

KSA DOMESTIC FLIGHT BOOKINGS

All KSA Domestic bookings must be ticketed within 60 minutes to avoid cancelation. Approvals must be obtained accordingly.

The Booking will be reflected to the travel agent even if the approval is done after 60 minutes but subject availability/rebooking and repricing

HOTEL BOOKING

All hotel bookings will be actioned by Travel Agent and a prepaid-voucher will be sent after reconfirmation/Payment to the hotel , If the voucher is not received then it is subject to payment by traveler at the time of check-in/out

Please read the hotel booking cancelation policy prior to check out in order to avoid cancelation penalties, any booking requested for cancelation/amendments is subject to penalties

MULTI DESTINATION BOOKINGS

Multi-destination bookings will be booked through travel desk by sending the requested destination on email or on call. Multi destination bookings need travel specialist to obtain best possible applicable fare either by splitting the itinerary or working out on best combination of itinerary/pricing possibilities.

Once the Multi destination booking is completed it will be pushed by Travel agent to GT QUEUE where it will trigger approval process as per travelers policy

DO NOT BOOK INTERNATIONAL FLIGHTS STARTING WITH 4 DIGITS FLIGHT NUMBER e.g. SV2044 or EK2022 WHILE TRAVELLING TO JEDDAH & MADINAH, THESE ARE HAJJ & UMRAH FLIGHTS WHICH ARE ONLY FOR HAJJ & UMRAH PASSENGERS. NORMAL PASSENGERS HOLDING OTHER VISAS WILL NOT BE ALLOWED TO BOARD THE FLIGHT AT THE AIRPORTS



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Trip Approvals

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King Abdullah University of
Science and Technology



English ▼

Help

Admin ▼

Log out

Vernon Bear

Site: KAUST KSA

▶ Travel arranger

✈ Book travel

📁 Manage trips 1

📁 Templates

👤 Profile ⚠

🔧 More tools

Passport Information Update

Please ensure your correct passport and visa information is input in your Profile (Passport and visas) before making any reservations. Tickets are issued based on this information and it is mandatory that the ticket matches the information in the Passport and Visa.

☒ Flight ☐ Hotel ☐ Car

Round-trip

One-way

☐ Search by time ☒ Search by price

☒ Exact dates ☐ +/- 1 to 3 days

* From

RUH

* To

* Depart

mm/dd/yy

Leaves



Morning (5:00 am)



* Return

mm/dd/yy

Leaves



Morning (5:00 am)



▶ Advanced search options

Economy, Lowest Available

* = required

Search



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HOW TO BOOK FLIGHTS?

The air filter panel is shown on the left of the Select a flight page.

The screenshot shows a flight filter panel with the following sections:

- Sort by:** A dropdown menu currently set to "Price (estimate)".
- Filters:** A section showing "18 flights" and a "Reset filters" link.
- Outbound - RUH to DXB:**
 - Departure:** A slider bar from "Wed, Feb 6 9:00 AM" to "Wed, Feb 6 10:00 PM".
 - Arrival:** A slider bar from "Wed, Feb 6 12:00 PM" to "Thu, Feb 7 4:00 AM".
- Return - DXB to RUH:**
 - Departure:** A slider bar from "Fri, Feb 22 2:00 PM" to "Sat, Feb 23 6:00 AM".
 - Arrival:** A slider bar from "Fri, Feb 22 3:00 PM" to "Sat, Feb 23 12:00 PM".
- Price:** A slider bar from "1,109.00 SAR" to "1,295.00 SAR".
- Stops:** A section at the bottom for filtering by the number of stops.

Please Note:

1. When applying any filters, the results are updated dynamically, narrowing the flights displayed according to your preferences. The filter's range is based on the initial results
 2. Use the filters in the panel to refine your flight options. The total number of flights that meets your search criteria is displayed at the top of the widget
 3. You can filter the flight options by Flight times, Price, Stops, and Airlines.
- Note: You can apply one or more filters at a time
4. To return to the original results, click Reset filters at the top of the Filters panel

To filter by flight time

In the flight times area of the filter, select the Departure and/or Arrival boxes and move the slide bars to change the departure or arrival time range for which to show flights.

To filter by price

In the price area of the filter, move the slide bar to change the range of cost for which you want to see flights

To filter by number of stops

In the stops area of the filter, select or clear the Non-stop, 1 Stop or 2+ Stops check boxes to include or exclude flights with the specified number of stops.

To filter by airlines

In the airlines area of the filter, select or clear the check box next to each airline name to show or hide flights flown by that airline.



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FARE RULES


To view the fare rule and travel restrictions for a flight (including refund and cancellation information), click the **Fare rules** link. You can also access this information on the Trip review and checkout page in the **Flight details** section.

**SV 1022**

8:00 AM → 9:35 AM (1h 35m)

JED

RUH



Thu, Jan 17
Jeddah, Saudi Arabia (JED), 8:00 AM
↪ Riyadh, Saudi Arabia (RUH), 9:35 AM
531 miles

SV 1022
Economy
[Fare rules](#)
Boeing 777-300ER
[Preview seat map](#)

Why is this out of policy?

Select

Out of policy

417.90 SAR



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FARE RULES

Fare rules

```
V FARE BASIS      BK  FARE  TRAVEL-TICKET AP  MINMAX  RTG
1  TWF9PSA1       T<R  555.00 D30NV  T28JA  -    1/ 1M EH01
PASSENGER TYPE-ADT                      AUTO PRICE-YES
FROM-RUH TO-DXB  CXR-EK    TVL-06FEB19  RULE-SAT5 IPRMIDE/26
FARE BASIS-TWF9PSA1                      SPECIAL FARE DIS-E  VENDOR-ATP
FARE TYPE-XES    RT-SPECIAL EXCURSION FARE
SAR  555.00  0200  E10JAN19 D30NOV19  FC-TWF9PSA1  FN-2I
SYSTEM DATES - CREATED 06JAN19/1408  EXPIRES INFINITY
```

16. PENALTIES

FARE RULE
CHANGES

ANY TIME

CHARGE SAR 200.00.

WAIVED FOR DEATH OF PASSENGER OR FAMILY MEMBER.

ANY TIME

CHARGE SAR 400.00 FOR NO-SHOW.

CANCELLATIONS

BEFORE DEPARTURE

CHARGE SAR 350.00 FOR CANCEL/REFUND.

WAIVED FOR DEATH OF PASSENGER OR FAMILY MEMBER.

BEFORE DEPARTURE

CHARGE SAR 700.00 FOR NO-SHOW.

AFTER DEPARTURE

TICKET IS NON-REFUNDABLE IN CASE OF CANCEL/REFUND.



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OUT OF POLICY

There may be times when the itinerary you selected conflicts with one or more of your company's travel policy settings. For example, you may have selected an itinerary that does not include a flight, hotel, or car; or you did not select a lower priced itinerary. If you select an out-of-policy itinerary, you are required to identify the reason for choosing the higher option at the checkout page. If your company does not want you to select certain flights, they are indicated by Out of Policy" icon at the bottom of the flight card. For more information click the flight card to open the drawer. You can still select those items; however you will need to submit a reason for your choice when you complete the purchase process

The screenshot displays a flight card for XY 54. At the top right, an orange circle with a diagonal line through it is followed by the text "Out of policy". Below this, the price "451.50 SAR" is shown. The flight details include the flight number "XY 54", the route "JED → RUH", and the duration "23:59 → 01:35 (1h 36m)". Below the flight details, there is a section titled "Why is this out of policy?" which lists the reason: "A lower-priced flight option is available." An orange arrow points to the "Out of policy" status, and a blue arrow points to the reason listed.

XY 54

23:59 → 01:35 (1h 36m)

JED → RUH

451.50 SAR

Out of policy

Why is this out of policy?

This travel option is out of policy for the following reasons:

- A lower-priced flight option is available.

Select



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OUT OF POLICY REASON

Out of policy

 This itinerary does not include certain elements. Please review your options and submit the information below.

Some of your choices were designated Out of Policy for the following reason(s):

- A lower-priced flight option is available.

* Please designate why you did not choose an in-policy option.

- ☐ BETTER ROUTING/CONNECTION/ AIRPORT
- ☐ PREFER TO TRAVEL ON SPECIFIC AIRLINE
- ☐ BETTER TIME
- ☐ TICKET IS NON-REFUNDABLE/HAS RESTRICTIONS
- ☐ PREFER TO TRAVEL ON SPECIFIC AIRCRAFT TYPE
- ☐ TRAVELING WITH CLIENT/ CUSTOMER/GROUP
- ☐ APPROVED TO TRAVEL FIRST/ BUSINESS CLASS (OUT OF POLICY)
- ☐ CREATIVE TICKETING/SAVING ON SECOND AND SUBSEQUENT TRIPS

* = required

Start over

Continue

TRIP REVIEW AND CHECK OUT PAGE

Trip review and checkout

⚠ Flight segments must be ticketed by close of business on **January 26**.

Please Note: NON ENDORSABLE REBOOKING
Fares not guaranteed until ticketed.

Click on the Fare Rules link for itinerary rules and restrictions prior to purchase.

[Expand all](#) | [Collapse all](#)

▼ Trip details

[+ Add to this trip](#)

[Save as template](#)

▼ Flight details (Oneway)

JED to RUH - Non-stop

[Change this flight](#)

[Remove this flight](#)



Flight 36 Seat not assigned
Class: Economy
[Fare Rules](#)

Depart
Jeddah, Saudi Arabia (JED)
2:00 PM
Sat, Jan 26, 2019

Arrive
Riyadh, Saudi Arabia (RUH)
3:35 PM
Sat, Jan 26, 2019

Base airfare 773.00 SAR
Taxes and fees 38.65 SAR
Flight total **811.65 SAR**

You can use the Trip review and checkout page to review your booking's selections and complete the required information.

The Trip review and checkout page contains multiple sections. All mandatory items are marked with an asterisk (*).

If a section is collapsed, there is no mandatory data that you need to enter in it or the mandatory items have been pre-populated with Profile data.

Click the arrow next to the section title to expand or collapse them, after reviewing all the information and making any necessary changes, you can purchase the trip.

At the check out page, summary of flights will be indicated along with the cost.

TRIP REVIEW AND CHECK OUT PAGE

1. Cost Centre and Mobile no field will auto-fill if the same is updated in the Profile section (company information)
2. If you are travelling on your own cost center then enter **na** in the dialogue box as shown below or if your are travelling on different cost center / WBS Code / Pocket ID then enter code as applicable

COST ALLOCATION

If you are traveling on your own cost center, enter **na** otherwise enter the appropriate cost center/WBS code/Pocket ID

Use a New Cost Center WBS Code/Pocket ID.

* Enter Cost Center WBS Code/Pocket ID 1

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TRIP REVIEW AND CHECK OUT PAGE

- Review details and acknowledge the terms & condition of the fare rules under Company Information
- You may add business case in business case box and depending upon length more boxes will appear

▶ Traveler details
▶ Billing information
▶ Delivery information
▼ Company information
<input type="checkbox"/> * I acknowledge I have read the Fare Rules terms & conditions
Cost Center
<input type="text" value="ravi"/>
This box can contain upto 39 characters only.
* Business case for the travel (Press Tab for one more text box)
<input type="text"/>



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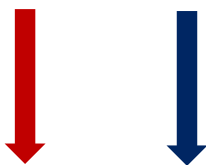
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TRIP REVIEW AND CHECK OUT PAGE

- **Hold Trip** : Trip on hold but not sent for approval, you can retrieve the booking on a later date and then send it for approval or make changes and send for approval after clicking purchase trip
- **Purchase Trip**: Purchase trip will trigger approval process and the approves will get notification for approving the trip as per KAUST approval work flow



A red arrow points from the 'Hold Trip' button to the top of the page, and a blue arrow points from the 'Purchase Trip' button to the top of the page.

* = required


Start Over

Hold Trip


Purchase Trip

Hold Trip:
To put this trip on hold, click the **Hold Trip** button. To purchase a trip on hold, go to the Trips page. The system will automatically cancel this trip in 50 hour(s) at 1200P Arabia Standard Time on Jan 26 2019 if not purchased.

USER CAN CHECK THE APPROVAL STATUS BY CLICKING “TRIP APPROVAL LINK ”


Trip Approvals 

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English ▼ Help Admin ▼ Log out
Vernon Bear Site: KAUST KSA

Thursday, January 24, 2019

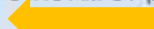

Welcome: ravikant.kumar@kanoo.com Out of Office Setting: [Available](#) [Account Options](#) ▼ [Logout](#)

My Approvals **My Trips**

English ▼

 Awaiting Approval  Changes Required  **Approved Travel**  Declined Travel

[Return to list of travelers](#)

Traveler	Destination	Dates	
Bear Vernon Ashraf		07/16/2019	view full itinerary
Authorizer1:	muteeb.samad@kanoo.com		
Date/Time:	01/17/2019 04:13 AM CT (2019/01/17 10:13 AM GMT)		
Status:	Approved 		
Authorizer2:	ravikant.kumar@kanoo.com		
Date/Time:	01/17/2019 04:22 AM CT (2019/01/17 10:22 AM GMT)		
Status:	Approved		
Comments:	Test		



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NOTIFICATIONS

Sent for Approval - Travelers will receive the below notification once the booking is sent for Approval

From: airweb <airweb@trondent.com>

Sent: Thursday, January 17, 2019 1:48 PM

To: Mohammed Adnan

Subject: Travel arrangements for VERNON ASHRAF BEAR traveling on 7/16/2019 to – RECORD LOCATOR - Not yet ticketed

Your travel reservation has been submitted and will now go through the authorization process. Once the final authorization/decline has been actioned, you will be sent an email regarding the decision. To view the status of your travel itinerary while it is being authorized you may log into the online booking tool and click on the Pre-Trip Approval tab at the top of the page.

Your designated approver(s) have received an e-mail request to authorize your itinerary. All approvers must approve the itinerary before ticketing will take place. Fares are not guaranteed until ticketed and are usually only held for a few hours by the airline.

If your travel is urgent, you may want to follow up with the approver to ensure your travel is approved quickly.

NOTIFICATION

Once the Trip is approved - Travelers will receive the notification on the final decision on the trip approved / declined eg. Screen Shot below

From: airweb <airweb@trondent.com>

Sent: Thursday, January 17, 2019 1:23 PM

To: Mohammed Adnan

Subject: Authorization was APPROVED for Vernon Jaleel Bear traveling on July 15, 2019, 12:00 AM to - RECORD LOCATOR OUQSTP

Authorization was approved for Vernon Jaleel Bear traveling on July 15, 2019, 12:00 AM to - RECORD LOCATOR OUQSTP

Authorization Log

Authorizer: muteeb.samad@kanoo.com

Date/Time: 01/17/2019 04:15 AM CT (2019/01/17 10:15 AM GMT)

Status: Approved

Comments: APPROVED

Authorizer: ravikant.kumar@kanoo.com

Date/Time: 01/17/2019 04:22 AM CT (2019/01/17 10:22 AM GMT)

Status: Approved

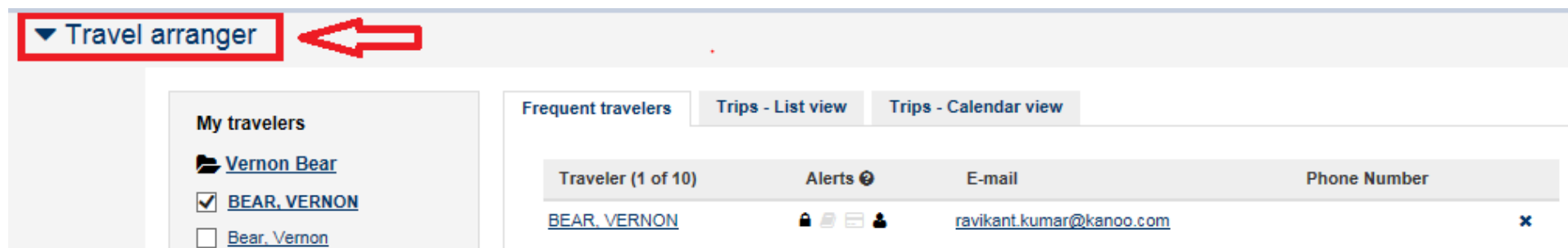
Comments: Test

Your trip itinerary has been approved and has now gone to the University Travel Office for ticketing. Please note that fares are not guaranteed until ticketing has taken place. Your ticket will be issued shortly and you will be notified via email.

Your trip details can be accessed in the online booking tool by clicking on the Trips tab.


TRAVEL ARRANGER

1. Travel Arranger – Select the passenger you wish to book for and follow the same process as indicated above







▼ Travel arranger

My travelers

-  [Vernon Bear](#)
- ☒ [BEAR, VERNON](#)
- ☐ [Bear, Vernon](#)

Frequent travelers **Trips - List view** **Trips - Calendar view**

Traveler (1 of 10)	Alerts	E-mail	Phone Number
BEAR, VERNON	  	ravikant.kumar@kanoo.com	



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APPROVER'S GUIDE



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NOTIFICATIONS

Approver's receive the approval notification below (L1 and L2)`

From: airweb <airweb@trondent.com>

Sent: Thursday, January 17, 2019 1:50 PM

To: Muteeb Samad <muteeb.samad@kanoo.com>

Subject: Authorization required for Vernon Ashraf Bear traveling on July 16, 2019, 12:00 AM to - RECORD LOCATOR MUFBWC

You are the designated trip approver for Vernon Ashraf Bear traveling on 7/16/2019 to .

Please review the information and itinerary below and Approve or Decline the trip. If you would like the traveler/travel booker to make changes to the itinerary, please click on the Changes Required link, add your comment and click on OK.

If additional approval is needed, the itinerary will be automatically forwarded to the next approver before ticketing. The itinerary must be fully approved by all required approvers before ticketing will take place.

Fares are not guaranteed until ticketed. Fares are usually only held for a few hours by the airline. Therefore, in order to secure the fare that has been chosen, please approve this travel as quickly as possible.

Record locator – MUFBWC

Booked Fare - 3796.00 SAR

Lowest Fare - 3796.00 SAR

Other - SELECTED AIR IN POLICY

TRIP REASON-

COST CENTER-123456

BUSINESS CASE-BUSINESS TRIP

[Approve](#)

[Decline](#)

[Changes Required](#)



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NOTIFICATIONS

If approved, approver can state his reason on the comment box and click “Approve”. This message can be viewed on the summary approval status by travel booker, traveler and travel approvers (L1 & L2)

Approve Travel

Are you sure you want to approve this itinerary?

Traveler: **Bear Vernon Ashraf**

Add comment for this itinerary:

Characters left: 300

Approve



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THANK YOU!
ANY QUERIES, PLEASE CALL HELP
DESK @ 8085444 OR MAIL –
TRAVELGETTHEREFEEDBACK@KAUST.EDU.SA



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