RMIT UNIVERSITY

3 STEPS TO BOOK TRAVEL
TRAVELLERS GUIDE

EFFECTIVE AS OF 18 JULY 2011

TRAVEL ARRANGERS: A separate guide is available for download on “Travel portal user guides” intranet page.
WHY STREAMLINE THE TRAVEL PROCESS?

• Take away the confusion within the travel portal system
  Submit either an International or Domestic requisition type for approval, choose how you are going to book your travel after it’s approved.

• Reduce the level of administration
  – Take away quoting & communicating with travel agents through the travel portal system. Stop waiting for agent quotes to “drop into the system” or “drop out” due to system glitches
  – Simply attach all supporting documentation

• Regain the value adding relationship with your preferred travel consultant
  – Contact your consultant directly at anytime for quotes, travel advice
### OUT / DISABLED

<table>
<thead>
<tr>
<th>SHOW PREFERENCES</th>
<th>NEW</th>
</tr>
</thead>
<tbody>
<tr>
<td>No need for travellers to update traveller profile in travel portal</td>
<td>Create travel profile once with your chosen RMIT travel agent</td>
</tr>
<tr>
<td></td>
<td>Directly contact travel agents or log into Sabre Online to update travel profiles at anytime (traveller &amp; arranger enabled)</td>
</tr>
<tr>
<td></td>
<td>Agents assist in keeping profiles up to date</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>P2P REQUISITION TYPE</th>
<th>NEW</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amadeus AeTM online booking engine to be discontinued</td>
<td>1 Requisition type: Just specify either International or Domestic</td>
</tr>
<tr>
<td></td>
<td>Sabre Online booking tool to replace Amadeus</td>
</tr>
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<td></td>
<td>Sabre Online accessible to research domestic &amp; international travel at anytime</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>TRAVEL AGENT COST ESTIMATE SCREEN</th>
<th>NEW</th>
</tr>
</thead>
<tbody>
<tr>
<td>No more pop-up window, no need to request a quote through the system!</td>
<td>Directly contact your RMIT preferred Travel Agent or get quotes from Sabre Online</td>
</tr>
<tr>
<td></td>
<td>Complete your requisition in one sitting without having to wait for travel agent cost estimate through the system</td>
</tr>
</tbody>
</table>

<table>
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<tr>
<th>“CLICK THE LITTLE MAN!”</th>
<th>NEW</th>
</tr>
</thead>
<tbody>
<tr>
<td>No need to go back into travel portal to release your requisition for ticketing</td>
<td>If your quote was sourced through a Travel Agent simply forward final approval email to your travel agent for ticketing</td>
</tr>
<tr>
<td></td>
<td>For requisitions where an online quote was obtained, simply go to Sabre Online to book!</td>
</tr>
</tbody>
</table>

### REMOVED ITEMS FOR SIMPLIFIED TRAVEL PORTAL

- No need for travellers to update traveller profile in travel portal
- Directly contact travel agents or log into Sabre Online to update travel profiles at anytime (traveller & arranger enabled)
- Agents assist in keeping profiles up to date
- Amadeus AeTM online booking engine to be discontinued
- 1 Requisition type: Just specify either International or Domestic
- Sabre Online booking tool to replace Amadeus
- Sabre Online accessible to research domestic & international travel at anytime
- Directly contact your RMIT preferred Travel Agent or get quotes from Sabre Online
- Complete your requisition in one sitting without having to wait for travel agent cost estimate through the system
- If your quote was sourced through a Travel Agent simply forward final approval email to your travel agent for ticketing
- For requisitions where an online quote was obtained, simply go to Sabre Online to book!
1. **PLAN**
Get a **Quote** through a RMIT preferred travel agency or through Sabre Online. **Research** travel risks & visa requirements.

2. **APPROVAL**
Create a requisition in the RMIT Trobexis travel portal and submit for approval.

3. **BOOK**
Forward approval email to your Travel Consultant to get final e-ticket or **self-book** using Sabre Online.
**STEP ONE**

**RESEARCH YOUR TRIP & GET ADVICE**
Select a grey page button to go to the topic

- Have the Conversation
- Get a Quote – Go to RMIT preferred Travel Agent or research on Sabre Online
- Travel Risk & Visa Requirements
1. PLAN – HAVE THE CONVERSATION

- Discuss your potential travel with your supervisor
- Do you have a travel budget to cover costs?
- Do you need to arrange an out of office plan to ensure your absence will not impact your department?
- Have you checked with International SOS travel advisory for security and safety alerts and information on your travel destination?
1. PLAN - QUOTE FOR TRAVEL

Visit the RMIT Travel intranet for more details on preferred suppliers.

Directly contact a preferred travel agent or use Sabre Online to quote & book real time travel!

PREFERRED AGENT

NAVIGATOR TRAVEL MANAGEMENT
Phone 1300 669 097 (toll free)
Email rmit@navigatoraustralia.com
Website: www.navigatoraustralia.com

CT CONNECTIONS
Phone +61 3 8527 4040 or 1300 068 107
Email rmit@ctconnections.com.au
Website: www.ctconnections.com.au

SABRE ONLINE
Sabre Online Support (provided by CT Connections)
Phone +61 3 8527 4040 or 1300 068 107
Email rmit@ctconnections.com.au

ONLINE QUOTE & BOOKING

SABRE Online Support
(provided by CT Connections)
Phone +61 3 8527 4040 or 1300 068 107
Email rmit@ctconnections.com.au
1. **PLAN - TRAVEL RISKS & VISAS**

**RMIT Global Assistance Program**

- Pre-Travel Advice
- 24 hour medical and security advice and assistance
- All authorized RMIT business travellers, including students on RMIT authorized study tours are eligible

**CALL SYDNEY OFFICE +61 2 9273 2781**

Visit the RMIT dedicated [International SOS website](#) (RMIT Membership Log in 12ACPA000012)
STEP TWO

Simplified Travel Portal entry

TRAVELLERS’ GUIDE
CREATE & SUBMIT REQUISITION THROUGH THE TRAVEL PORTAL

Once a quote has been obtained, create a travel requisition in the Travel Portal to submit for approval. Advise your unique requisition no# to your travel agent.

TRAVEL ARRANGERS: A separate guide is available for download on “Travel portal user guides” intranet page.
2. CREATE & SUBMIT REQUISITION FOR APPROVAL

For quick reference, click on the step you would like to see.
A. CREATE REQUISITION

Each traveller staff member must be on a separate requisition number in order to be properly covered by the RMIT business insurance. Only staff members with valid e numbers are able to access the Travel Portal.

Select a grey page button to go to the topic

- Logging into Travel Portal
- Turning off your browser pop-up blocker
- Portal Home Screen
- International or Domestic requisition
- Traveller Details Screen
- Navigating in the Travel Portal
A. LOGGING INTO TRAVEL PORTAL

Only staff with a valid E number and shibboleth access can access the travel portal.

- Type your E number and Novell access password to authenticate through RMIT Shibboleth

Students are not able to access the travel portal. However a supervisor or travel arranger can create and submit a requisition for approval on their behalf.

Please see “Arrangers Guide”.

If your log in returns an “Authentication required” error screen, please contact IT Helpdesk (helpdesk@rmit.edu.au) to enable your Shibboleth access.
A. CREATE REQUISITION

A. TURNING OFF YOUR BROWSER POP UP BLOCKER

**Internet Explorer**

- Pop-up blocked. To see this pop-up or additional options click here.

![Internet Explorer](image)

**Mozilla Firefox Browser**

- Firefox prevented this site from opening a pop-up window.

![Mozilla Firefox](image)

**Google Chrome warning**

- Pop-ups were blocked on this page.

![Google Chrome](image)
A. PORTAL HOME SCREEN

This screen is your “home” page. You can find a list of all travel requisitions you have created or have been created on your behalf.

Clicking on “Portal Home” will refresh the screen.

Status of your requisition. “New” is when the requisition has not been submitted for approval as yet.

See which approver your requisition is currently sitting with.

A. Travel Diary
B. More Information (approver requests more information)
C. Access the requisition

A. CREATE REQUISITION
A. CREATE A DOMESTIC OR INTERNATIONAL REQUISITION

Your requisition type will always appear on the top left of your requisition.
A. TRAVELLER DETAILS SCREEN

**IMPORTANT:** You must open individual requisition numbers for each RMIT staff traveller, even if they are travelling together.

You CANNOT change the email address, as this will always revert back to the email on the original profile.

Only use the “Associated Travellers” box for externally funded travellers outside of RMIT, i.e. Dependant.

Requisition number generated once “Create Requisition” is clicked.

DD/MM/YYYY
A. NAVIGATING IN TRAVEL PORTAL

To jump back into a created requisition, click the “blue aeroplane” icon located on your Portal Home screen.

- Email trip plan to traveller
- **(Solid red circle)** Cancel the requisition completely
- **(Red circle with cross)** Cancel, but requisition will remain in list on Portal Home
- View approval workflow
- Print trip plan
- Save requisition
- Attach files to requisition

3 Steps to Book Travel

A. CREATE REQUISITION
B. ATTACH QUOTE & SUPPORTING DOCUMENTATION

Attach any travel cost estimates (quote) from your preferred RMIT travel agent, along with any supporting documentation for the trip. If you have sourced the cost estimate and itinerary from Sabre Online, please write this as a comment in any free text field so that your approver will know where you have obtained the costs from.

Select a grey page button to go to the topic

- Purpose of Travel Screen
- Attach Quote & Supporting Documentation
B. PURPOSE OF TRAVEL SCREEN

Purpose of Travel screen-
Fill in your trip reason and specify any private days planned during your itinerary.

Attach any supporting documentation to assist you approver.
B. ATTACH QUOTE

Use ✐ to attach your travel agent quote and any supporting documentation.

On the “Purpose of Travel” Screen, use the free text box to list attached documents.
C. FILL IN FLIGHT & COST ESTIMATES SCREEN

The Flights screen is essentially your trip plan and allows your approvers to view which destinations you are travelling to. This screen will also detect if travel is going to high-risk destinations.

The Cost Estimates screen is where you input your budget against relevant internal order numbers. This is also where you fill in your own per diem claim.

Select a grey page button to go to the topic

- Flights Screen
- Accommodation & Car Hire details Screens
- Cost Estimates Screen – Selecting Internal Order Numbers
- Per Diem Calculator
C. FLIGHTS SCREEN

Flights screen-
This is a trip plan to notify your approvers of destinations that you will be travelling to.

Use the “white arrow boxes” to select your destination.

Use “Flight Comments” box to state any how you sourced your cost estimate and itinerary.

Risk rating will appear once you enter destinations.
Risk ratings are refreshed daily and are inputted from International SOS.

Travel Agent Quote #1075/ Sabre online quote for Domestic flight $195.00
Travel arranger - John Smith
Contact your consultant at a RMIT preferred travel agency to book your accommodation requirements direct.

Please attach any supporting documentation to the requisition.
C. COST ESTIMATES SCREEN

Selecting Internal Order Numbers

- Use the “white arrow boxes” to choose alternative Travel Expense Categories (great for splitting costs across different IOs).
- Use the “white arrow boxes” to choose internal order numbers saved to your favourites.

IMPORTANT: You must place a value against any line where you have selected an Internal Order Number and vice versa, otherwise you can’t get past this screen.

Contact your finance officer if you are unsure what internal order number you need to use.
C. PER DIEM CALCULATOR

Bring up the Per Diem box by clicking the “green circle” icon.

- The Flights Screen of the requisition must be completed to obtain the allowance calculation
- Only one Internal Order Number can be used towards your per diem payment

Remember to match your Per Diem amount to an IO number!

Click “Post Claim to Requisition” once you are happy with your entry.

It is at the discretion of the individual departments to determine whether or not a travel allowance will be paid, or whether the full amount calculated will be paid. This must be reviewed with your supervisor or relevant department manager prior to completing the calculator.
C. SUBMIT FOR APPROVAL

The Flights screen is essentially your trip plan and allows your approvers to view which destinations you are travelling to. This screen will also detect if travel is going to high risk destinations.

The Cost Estimates screen is where you input your budget against relevant internal order numbers. This is also where you fill in your own per diem claim.

Select a grey page button to go to the topic

- Confirmation Screen
- Where in the Approval Workflow?
D. SUBMIT FOR APPROVAL

D. SUBMIT FOR APPROVAL – CONFIRMATION SCREEN

• Tick all the terms & conditions boxes and click “Accept Policy Conditions”.

• Select appropriate Level 1 Approver from the drop down menu on “Confirmation” screen.

• Submit for approval.
To view the approval workflow at any time click the “man woman” icon located within the requisition.

You can also track where your requisition is sitting on your Portal Home screen.

### Approval Workflow

**Approval workflow for Travellers who create the requisition themselves:**

<table>
<thead>
<tr>
<th>Level</th>
<th>User Name</th>
<th>Req Status</th>
<th>Date/Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>(GRP) Global Cities Research Institute</td>
<td>Pending Approval</td>
<td>16/07/2011 12:32:10 AM</td>
</tr>
<tr>
<td>0</td>
<td>HOWE, JANET</td>
<td>Approved</td>
<td>16/07/2011 12:36:43 AM</td>
</tr>
<tr>
<td>1</td>
<td>MARTIN, RYAN</td>
<td>Pending Approval</td>
<td>16/07/2011 12:39:34 AM</td>
</tr>
<tr>
<td>1</td>
<td>MARTIN, RYAN</td>
<td>Approved</td>
<td>16/07/2011 12:39:55 AM</td>
</tr>
<tr>
<td>2</td>
<td>JONES, MARY</td>
<td>Pending Approval</td>
<td>16/07/2011 12:39:55 AM</td>
</tr>
<tr>
<td>2</td>
<td>JONES, MARY</td>
<td>Approved</td>
<td>16/07/2011 12:39:55 AM</td>
</tr>
<tr>
<td>3</td>
<td>MERCER, LIAM</td>
<td>Pending Approval</td>
<td>16/07/2011 12:39:55 AM</td>
</tr>
<tr>
<td>3</td>
<td>MERCER, LIAM</td>
<td>Approved</td>
<td>16/07/2011 12:39:55 AM</td>
</tr>
</tbody>
</table>

- **Level 0 – Finance**
- **Level 1 – Supervisor**
- **Level 2 – HoS**
- **Level 3 – PVC**

### Allegro Travel

**D. Submit for Approval**

**RETURN TO CREATE REQUISITION TITLE PAGE**
STEP THREE:

REQUISITION APPROVED?
PROCEED TO BOOK YOUR TRAVEL

Select a grey page button to go to the topic

- Forward Approval Email to your consultant, or
- Go to Sabre Online to make your travel booking yourself
- Approved but can’t find the email?
3. APPROVED? BOOK YOUR TRAVEL – OPTION #1

FORWARD APPROVAL EMAIL TO YOUR AGENT & RECEIVE FINAL E-TICKET
- Travel Agent quoted
- Sabre Online quoted

REQUISITION NUMBER (8 DIGITS) REQUIRED FOR EVERY BOOKING

CLICK “NEXT” TO SEE HOW TO FORWARD THE APPROVAL EMAIL
3. APPROVED? BOOK YOUR TRAVEL – OPTION #2

APPROVAL EMAIL RECEIVED
• Sabre Online quoted

LOG INTO SABRE ONLINE

& SELF BOOK FINAL E-TICKET

REQUISITION NUMBER (8 DIGITS) REQUIRED FOR EVERY BOOKING
Example requisition: 00005142

SELF BOOK YOUR TICKET ONLINE

RMIT UNIVERSITY PROCESS AS OF 18 JULY 2011 | SS&P FINANCE TEAM
FINAL APPROVAL – FORWARD THE EMAIL RECEIVED

Forward the final approval email (marked “Travel Approved”) to get your ticket issued.

The itinerary will then be issued and final e-ticket will be emailed.

ALTERNATIVELY...
SELF BOOK YOUR TICKET USING

Approved? Book your travel!
Click the “Printer” icon located next to your requisition on your Portal Home screen.

Print out your requisition, save as a PDF and email to your travel consultant.

To jump back into a created requisition:

- Press “Control +P” on your keyboard to bring up your print dialog box.
- Select your PDF writer and save the file to your desktop.

You can now attach this file to your email to send to your travel consultant.

RMIT UNIVERSITY PROCESS AS OF 18 JULY 2011 | SS&P FINANCE TEAM
USEFUL RESOURCES

- **SABRE ONLINE**
  Email rmit@ctconnections.com.au
  Sabre Online Support provided by CT Connections
  Phone +61 3 8527 4040 or 1300 068 107

- **RMIT TRAVEL INTRANET**
  Website www.rmit.edu.au/travel
  Access Travel Portal User Guides, Travel Portal training sessions

- **RMIT BLOG**
  Link available from RMIT travel intranet
  Access will be through “News and Updates” prompt on the RMIT travel intranet

- **INTERNATIONAL SOS**
  Website http://www.internationalsos.com
  Sydney Office +61 2 9273 2781 (24 hours)
  RMIT membership login 12ACPA000012