RMIT UNIVERSITY
PLAN, APPROVAL, BOOK

3 STEPS TO BOOK TRAVEL

EFFECTIVE AS OF 18 JULY 2011
WHY STREAMLINE THE TRAVEL PROCESS?

• Ease of use
  - Simplifying the Travel Portal to reduce user errors
  - Take away inefficient system functionalities to eliminate unnecessary delays
  - Reduce the level of administration

• Regain the value adding relationship with your preferred travel consultant
  - Direct communication with your trusted travel consultant, use their expertise
  - Let your consultant maintain traveller profiles
  - Use Travel Portal as an approval mechanism only
**THE 3 STEP PROCESS...**

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 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

• 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

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

Directly contact a preferred travel agent or use Sabre Online to quote & book real time travel!
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
http://www.internationalsos.com RMIT Membership Log in 12ACPA000012
STEP TWO

CREATE & SUBMIT YOUR REQUISITION THROUGH THE TRAVEL PORTAL

• Removed items & processes
• Simplified Travel Portal entry
### OUT / DISABLED

<table>
<thead>
<tr>
<th><strong>SHOW PREFERENCES</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>No need for travellers to update traveller profile in travel portal</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>P2P REQUISITION TYPE</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Amadeus AeTM online booking engine to be discontinued</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>TRAVEL AGENT COST ESTIMATE SCREEN</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>No more pop-up window, no need to request a quote through the system!</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>“CLICK THE LITTLE MAN!”</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>No need to go back into travel portal to release your requisition for ticketing</td>
</tr>
</tbody>
</table>

### NEW

<table>
<thead>
<tr>
<th><strong>Show Preferences</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Create travel profile once with your chosen RMIT travel agent</td>
</tr>
<tr>
<td>Directly contact travel agents or log into Sabre Online to update travel profiles at anytime (traveller &amp; arranger enabled)</td>
</tr>
<tr>
<td>Agents assist in keeping profiles up to date</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>P2P Requisition Type</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Requisition type: Just specify either International or Domestic</td>
</tr>
<tr>
<td>Sabre Online booking tool to replace Amadeus</td>
</tr>
<tr>
<td>Sabre Online accessible to research domestic &amp; international travel at anytime</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Travel Agent Cost Estimate Screen</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Directly contact your RMIT preferred Travel Agent or get quotes from or Sabre Online</td>
</tr>
<tr>
<td>Complete your requisition in one sitting without having to wait for travel agent cost estimate through the system</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>“Click the Little Man!”</strong></th>
</tr>
</thead>
<tbody>
<tr>
<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>For requisitions where an online quote was obtained, simply go to Sabre Online to book!</td>
</tr>
</tbody>
</table>
2. CREATE & SUBMIT REQUISITION FOR APPROVAL

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.

SIMPLIFIED TRAVEL REQUISITION ENTRY

A. CREATE REQUISITION
B. ATTACH QUOTE & SUPPORTING DOCUMENTATION
C. FILL IN FLIGHT & COST ESTIMATES SCREEN
D. SUBMIT FOR APPROVAL
APPROVED? BOOK YOUR TRAVEL!
A. CREATE A DOMESTIC OR INTERNATIONAL REQUISITION

Your requisition type will always appear on the top left of your requisition.
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.

Can’t see “attachment” box?

TURN OFF your browser pop-up blocker to avoid system errors.
SIMPLIFIED TRAVEL REQUISITION ENTRY

C. FLIGHTS SCREEN

Use “Flight Comments” box to state:

- Travel Agent quote no#
- Travel consultant name
- Sabre Online amount

Include this so your approver will know how you sourced your cost estimate and your consultant can match your quote to your approval requisition.
SIMPLIFIED TRAVEL REQUISITION ENTRY

ACCOMMODATION & CAR HIRE SCREEN

3 Steps to Book Travel

C. FILL IN FLIGHT & COST ESTIMATES SCREEN
C. COST ESTIMATES SCREEN

Fill in “Cost Estimates” screen as per normal

C. FILL IN FLIGHT & COST ESTIMATES SCREEN
D. SUBMIT FOR APPROVAL

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

Submit for approval.
## APPROVAL WORKFLOW

### Travel Request Audit Trail

<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>NANKERVIS, ALAN</td>
<td>Pending Approval</td>
<td>8/06/2011 3:09:15 PM</td>
</tr>
<tr>
<td>0</td>
<td>NANKERVIS, ALAN</td>
<td>Approved</td>
<td>8/06/2011 8:40:00 AM</td>
</tr>
<tr>
<td>0</td>
<td>(GRP) School of Management</td>
<td>Pending Approval</td>
<td>8/06/2011 9:04:26 PM</td>
</tr>
<tr>
<td>0</td>
<td>TO, WA SING</td>
<td>Approved</td>
<td>8/06/2011 9:27:52 PM</td>
</tr>
<tr>
<td>1</td>
<td>CAIRNS, GEORGE</td>
<td>Pending Approval</td>
<td>8/06/2011 3:47:09 PM</td>
</tr>
<tr>
<td>1</td>
<td>CAIRNS, GEORGE</td>
<td>Approved</td>
<td>8/06/2011 3:47:09 PM</td>
</tr>
<tr>
<td>2</td>
<td>Skip</td>
<td>Pending Approval</td>
<td>8/06/2011 3:47:09 PM</td>
</tr>
<tr>
<td>2</td>
<td>SKIP</td>
<td>Approved</td>
<td>8/06/2011 3:47:09 PM</td>
</tr>
<tr>
<td>3</td>
<td>SHANAHAN, GERARD</td>
<td>Pending Approval</td>
<td>8/06/2011 3:47:09 PM</td>
</tr>
<tr>
<td>3</td>
<td>SHANAHAN, GERARD</td>
<td>Approved</td>
<td>8/06/2011 3:47:09 PM</td>
</tr>
</tbody>
</table>

### Levels of Approval

- **Level 0 – Pending Traveller Approval**
  - Only applies to arranger created requisitions. Traveller will receive an email to accept Terms & Conditions.
- **Level 0 – Finance**
- **Level 1 – Supervisor**
- **Level 2 – HoS**
- **Level 3 – PVC**

To view the approval workflow at any time click the “man woman” icon located within the requisition.
**STEP THREE:**

**REQUISITION APPROVED?**
**PROCEED TO BOOK YOUR TRAVEL**

- Forward Approval Email to your consultant, or
- Go to Sabre Online to make your travel booking yourself
3. APPROVED? BOOK YOUR TRAVEL – OPTION #1

FORWARD APPROVAL EMAIL TO YOUR AGENT
- Travel Agent quoted
- Sabre Online quoted

& RECEIVE FINAL E-TICKET

REQUISITION NUMBER (8 DIGITS) REQUIRED FOR EVERY BOOKING

OR, ALTERNATIVELY...
3. APPROVED? BOOK YOUR TRAVEL – OPTION #2

SELF BOOK YOUR TICKET ONLINE

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
SIMPLIFIED TRAVEL REQUISITION ENTRY

NO NEED TO LOG BACK INTO TRAVEL PORTAL TO CLICK THE “LITTLE MAN”
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 Sabre online
Campus Travel Disengagement

YOU MUST CONTINUE & FINALISE WITH CAMPUS TRAVEL:

• Existing live bookings (waiting to be travelled, currently travelling)
• Credit on holds
• Current “pending approval” requisitions quoted by Campus Travel

All NEW “fresh” bookings can be started with CT Connections, Navigator Travel and Sabre Online.

Travellers, arrangers and finance officers will be contacted directly by SS&P travel team if they possess any of the above items.
USEFUL RESOURCES

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

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

- **RMIT BLOG**
  Coming soon! Access will be through a link on the RMIT Travel Intranet

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