



RACP
Specialists. Together
EDUCATE ADVOCATE INNOVATE

Members User Guide to navigate Webjet Business Travel

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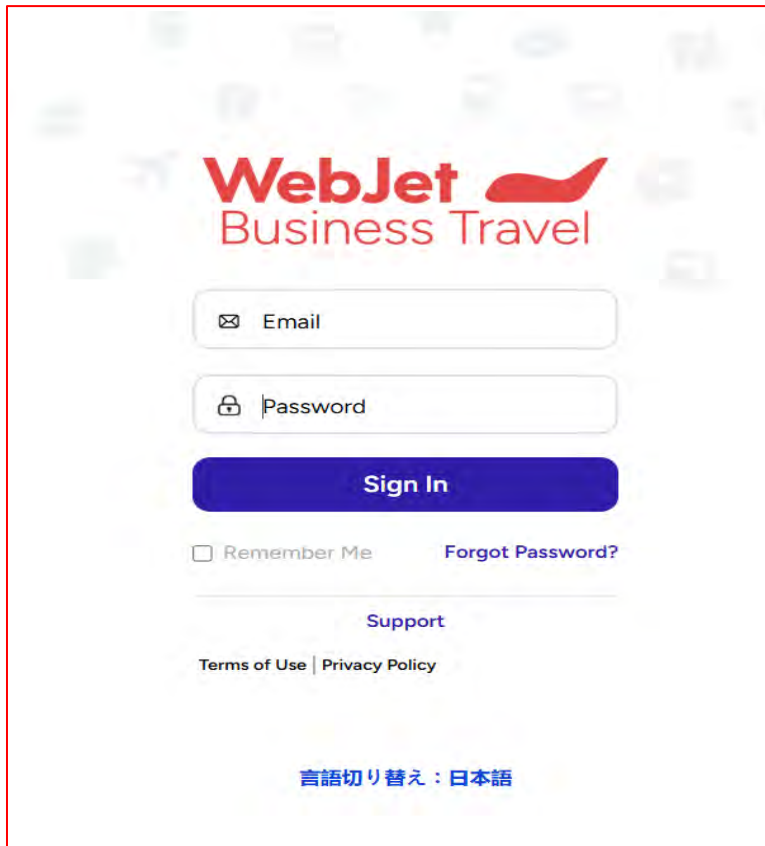
HOW TO COMPLETE BOOKING

A video walkthrough of the booking process can be accessed [here](#).

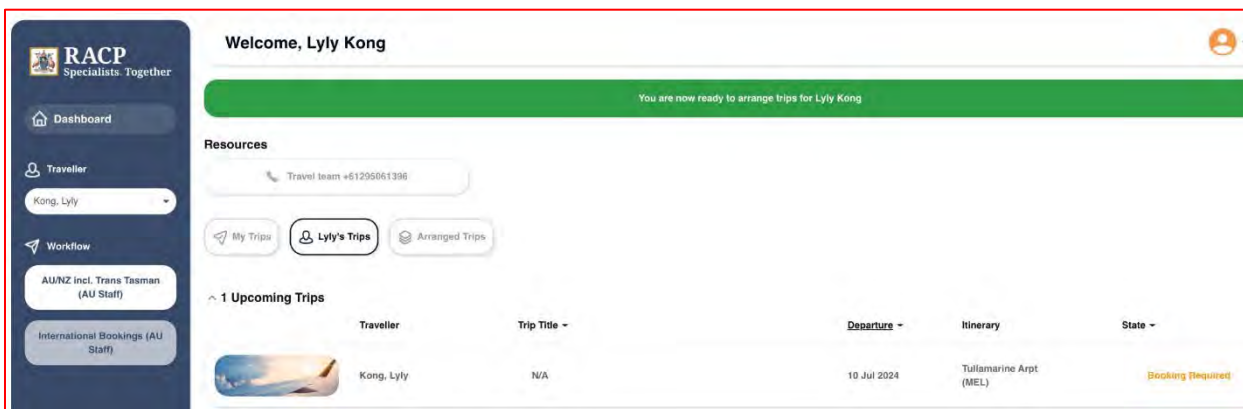
STEP 1: Log into the booking portal. ([Booking portal link](#))

This will be setup using the email provided to the College.

Note: if it is your first-time logging in click Forgot Password to create your new password



STEP 2: Click on the Trip with the status “Booking Required”



Step 3: Click on the trip and “Continue Booking”

Quotes -

10:26AM March 28 2024 This trip requires a booking by the traveller or travel arranger

Traveller Information

Traveller Lyly Kong lyly.kong@racp.edu.au	Company Royal Australasian College of Physicians (RACP)	Department N/A	Cost Centre AFRM
Trip ID TMP-297ZAJ	Auth Code R938QD		

There are currently no uploaded itineraries

[Discuss](#) [Continue Booking](#) [Cancel Trip](#)

[Back to Trip Details](#)

Step 4: Click “Edit Trip”

AU/NZ incl. Trans Tasman (AU Staff)

[< Edit Trip](#)

Travellers

Miss Lyly Kong Passport: No passport

Flight requests

Provider To Be Determined	Depart	Arrive	Approx cost	Cabin class
	Kingsford Smith (SYD) Wed 10th Jul 12:00	Tullamarine Arpt (MEL)	AU\$200.00	
	Comments OF flight cheapest			
Provider To Be Determined	Depart	Arrive	Approx cost	Cabin class
	Tullamarine Arpt (MEL) Fri 12th Jul 17:00	Kingsford Smith (SYD)	AU\$200.00	
	Comments OF flight flexible			

Hotel request

All requests are subject to availability and may incur an additional fee for this booking from your travel agency. Total cost to be confirmed.

Hotel	Check-In	Check-Out	Nightly Rate	Length of Stay
Melbourne (MEL)	14:00 Wed 10th Jul	10:00 Fri 12th Jul	AU\$300.00/per night	2(nights)
	Comments Close to 157 Collins St.			

Step 5: Click “Continue Editing”

The screenshot shows the RACP system interface. The top header includes the RACP logo and the text "Specialists. Together". The main title is "AU/NZ incl. Trans Tasman (AU Staff)". A warning banner at the top states: "Warning: Changing your trip will require re-approval. Your authoriser, travel arranger and travel consultant will be notified upon resubmission." Below the warning are two buttons: "Return to Dashboard" and "Continue Editing". The left sidebar contains navigation options: Dashboard, Trip Details (selected), Travel Details, Additional Information, Department, Reason for Travel, Personal travel is not covered, Email My Trip Details, Travel Declaration, Messages, and Quotes.

Step 6 : Click “Edit Trip”

The screenshot shows the RACP system interface with the "Edit Trip" form. The top header is the same as in Step 5. The warning banner is present. Below the warning is a button labeled "< Edit Trip". The form fields are as follows:

- Trip Title:** A text input field with a placeholder "Insert a trip name for future reference...".
- Authorisation:**
 - Authoriser Group L1:*** A dropdown menu with "Manager - Verifier" selected.
 - Authoriser L1:*** A dropdown menu with "Haars, Ashley" selected.
 - Authoriser Group L2:*** A dropdown menu with "SLT - Final Approver" selected.
 - Authoriser L2:*** A dropdown menu with "CHAND, LALESH" selected.
- Meeting Details:**
 - Meeting Name*:** A text input field.
 - Accreditation:** A dropdown menu.
 - Meeting Venue*:** A dropdown menu with "RACP Adelaide" selected.

At the bottom of the form, there is a note: "Meeting date and time, please add start and finish details".

Step 7: Click “Search” for each travel item and select each item.

The screenshot shows the RACP travel booking interface. The header includes the RACP logo and the text "AU/NZ incl. Trans Tasman (AU Staff)". A yellow banner at the top contains a warning: "When you place your travel request, please ensure you remain within the financial thresholds in the RACP Travel Policy. Financial Thresholds: Air - Restrictive flights only / Hotel - \$302.50 (inc GST)".

The interface is divided into three main sections for searching travel items:

- Flight 1:** Travellers: Lyly Kong. From: MEL - Melbourne, Tullamarine Arpt. To: SYD - Sydney, Kingsford Smith. Departure Date: 12-07-2024. Time: 17:00. A "Search" button is highlighted with a red box.
- Flight 2:** From: SYD - Sydney, Kingsford Smith. To: MEL - Melbourne, Tullamarine Arpt. Departure Date: 10-07-2024. Time: 12:00. A "Search" button is highlighted with a red box.
- Hotel:** Location*: Melbourne (MEL). Hotel Name: (empty). Check-In*: 10-07-2024. Check-Out*: 12-07-2024. Search radius*: 5km. A "Search" button is highlighted with a red box.

At the bottom right, there are buttons for "ADD FLIGHT", "ADD HOTEL", "ADD CAR", "SEARCH ALL", and "CONTINUE".

Step 8: From the availability screen choose your flights by clicking “Select”
Preferred airline carriers are identified with the **“P”**

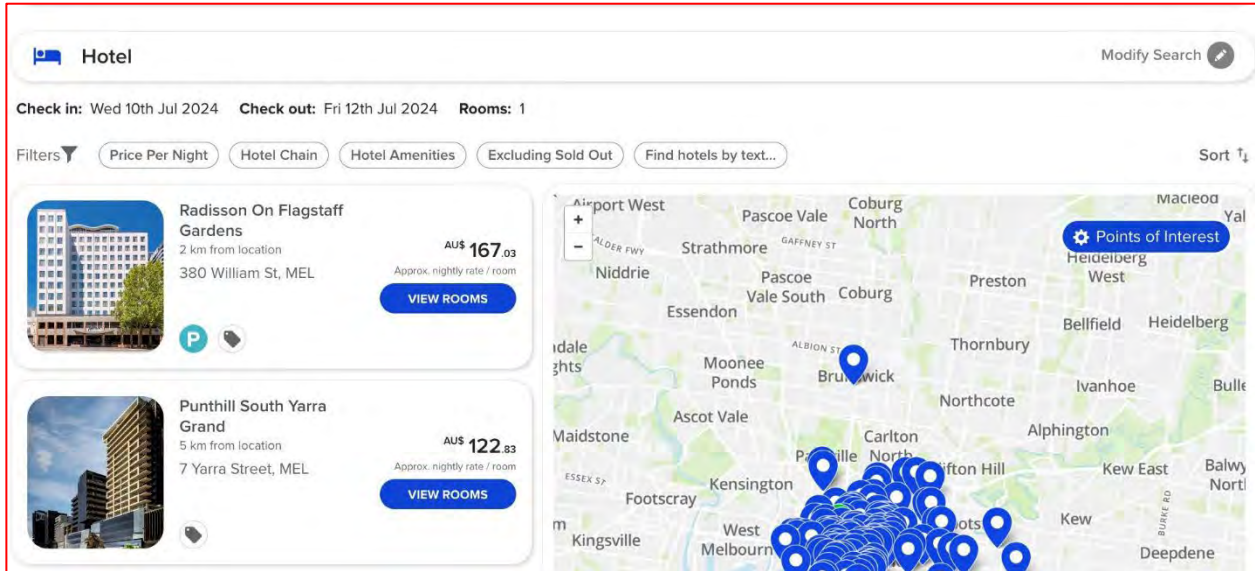
The screenshot shows the flight availability screen for the same search criteria. The header is identical to Step 7. The flight results are as follows:

Carrier	Flight	Class	Price	Notes
Virgin AU	VAB59 - Boeing 737	CHOICE	AUS \$155.00	NO OPTION AVAILABLE
Virgin AU	VAB59 - Boeing 737	FLEX	AUS \$428.48	NO OPTION AVAILABLE
Qantas Airways	QF462 - Boeing 737	RED EDEAL	AUS \$171.24	NO OPTION AVAILABLE
Qantas Airways	QF462 - Boeing 737	FLEX	AUS \$611.05	NO OPTION AVAILABLE
P Regional Express	ZL142 - Boeing 737-800	SAVER	AUS \$200.10	NO OPTION AVAILABLE
Regional Express	ZL142 - Boeing 737-800	FLEX	AUS \$370.10	NO OPTION AVAILABLE

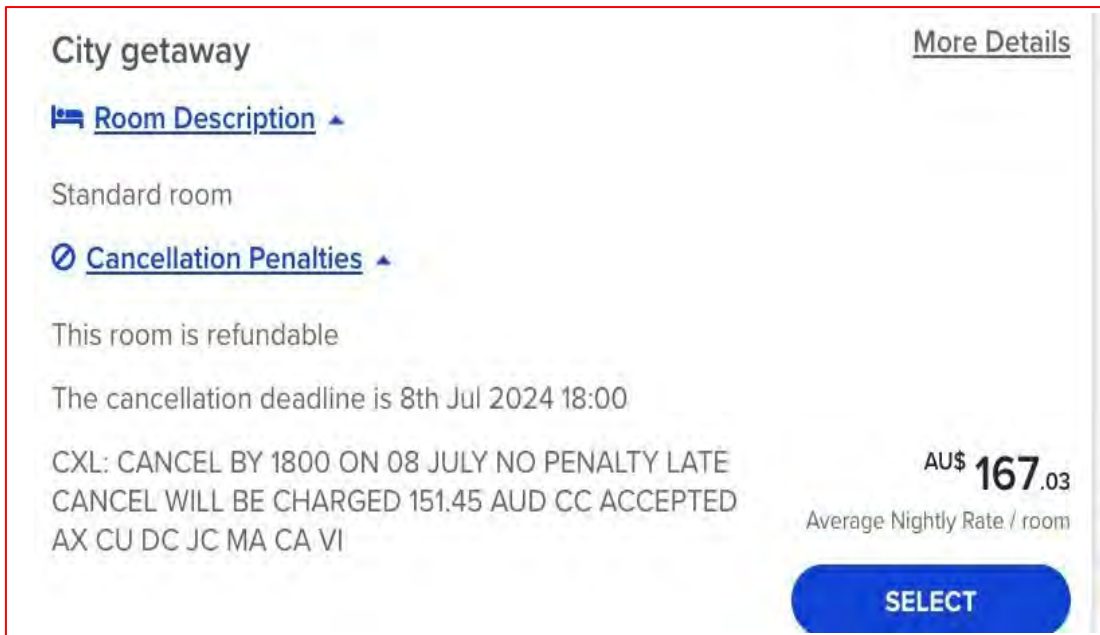
A note below the Qantas Airways section states: "This indicates a Preferred".

Step 9: Select Accommodation by clicking “View Rooms” (see screen shot below)

- Hotels are listed by Preferred Hotel then by Price
- The display shows an Approximate rate, view rooms to get the actual cost of the room
- Preferred hotels are shown with the “P” (same as airline carriers), any hotel out of Policy will be shown with a red exclamation mark and will be sent for re approval.



Once you view rooms choose the room required (be careful to check for any cancellation penalties)



Step 10: Once your itinerary has been selected click “CONTINUE” and then “Continue Editing” (to update any details as required). Click “Continue” to complete the booking

AU/NZ incl. Trans Tasman (AU Staff)

Warning
 Changing your trip will require re-approval. Your authoriser, travel arranger and travel consultant will be notified upon resubmission.

[Return to Dashboard](#)

< Edit Trip

Trip Title
 Insert a trip name for future reference...

Authorisation

Authoriser Group L1:*	Authoriser L1:*
Manager - Venifer	Haare, Ashley
Authoriser Group L2:*	Authoriser L2:*
SLT - Final Approver	CHAND, LALESH

Please use the Forward Authorisation functionality to change the Authoriser of your trip request.

Meeting Details

Meeting Name*
 Accreditation

Meeting Venue*
 RACP Adelaide

Meeting date and time, please add start and finish details

Please add any additional meeting information (if applicable)

Committee*
 Academic Rehabilitation Sub-committee

General ledger, please use the following format 00-000-00000 or 00-000-0000A*
 00-000-00000

Department

Cost Centre *
 AFRM (AFRM)

Save as default

Reason for Travel

Please add further information*
 Meeting

Personal travel is not covered

Total travel days*	Number of personal travel days*
3	0
Percentage of business travel days	Percentage of personal travel days
100 %	0 %

If the number of personal travel days is equal to or greater than 30% of the total number of travel days, please complete the FBT Calculator Excel document located on the [Dashboard](#).
 RACP does not permit personal travel

Email Your Trip Details To:

Search for colleagues...

Travel Declaration

I agree to the following:*

- I agree to pay Royal Australasian College of Physicians RACP costs incurred for any personal travel associated with the above.
- I agree with Royal Australasian College of Physicians RACP's Traveller's Policy which is available on the dashboard.

[Cancel Trip](#)

[Continue](#)

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HOW TO CANCEL A BOOKING -

Cancel Trip

Request Change

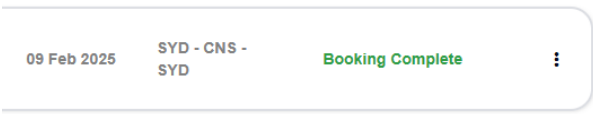
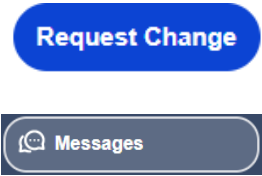
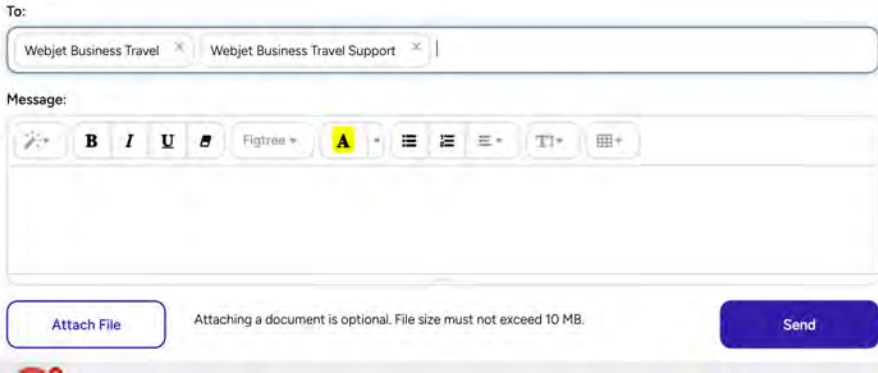
sends
note

On the Locomote portal users can select "Cancel Trip," which sends an email to the travel team to cancel the entire booking. **Please that the "Cancel Trip" button will cancel the entire trip.**

- For flight cancellations, the fare rules will be assessed, and any cancellation penalties will be communicated. The consultant will also advise whether the ticket can be placed into credit or refunded and inform about any applicable penalties. The fees and penalties will be communicated to the travel arranger.

- For hotel cancellations, the consultant will review the cancellation policy and advise if any fees are applicable.

Steps:

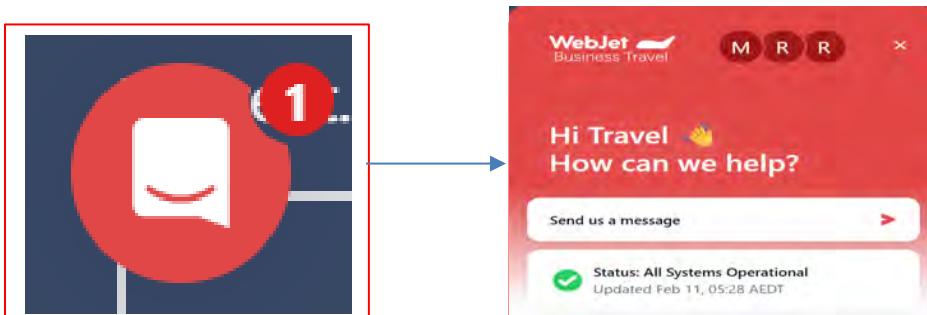
	<p>Select the trip you want to cancel or make changes to</p>
	<p>Making changes to your trip by clicking on this icon will link to the message tab. Message will be between Webjet's team, Traveller and Travel arranger.</p>
	<p>You can request for changes to the trip by sending a message direct to the Webjet team (AU or NZ). Example: Modify travel dates/ name adjustment/ accommodation change/ flight time adjustment in message field and send.</p> <p>People in the "To:" field will be notified of your message. When there's a reply, you will be alerted from email: no-reply-aos@notify.webjetbusiness.com</p>

<div style="text-align: center; margin-bottom: 10px;"> Cancel Trip </div> <div style="border: 1px solid #ccc; padding: 10px;"> <div style="display: flex; justify-content: space-between; align-items: center;"> Request your travel consultant to cancel this trip ✕ </div> <p style="color: red; font-weight: bold; margin-top: 10px;"> WARNING: This will not cancel your booking. A message will be sent to a travel consultant, who will then process the cancellation. </p> <ol style="list-style-type: none"> 1. If cancellation within 24 hours is needed, please live chat or call us directly to ensure your cancellation is dealt with urgently 2. Bookings may not be refundable and/or additional costs may be charged to cancel your trip. <div style="margin-top: 10px;"> <input type="radio"/> Request cancellation costs <input type="radio"/> Proceed anyway </div> <div style="text-align: center; margin-top: 10px;"> Close </div> </div>	<p>Clicking “Cancel Trip” will trigger this pop-up message. You will have to select one of the options so a “Continue” tab will pop-up so you can proceed with the cancellation.</p> <p>Note: Once the cancellation request is received, the travel team will assess the booking: (it is important that the traveller and travel arranger reads and understand the conditions of airfares, and hotels prior to submitting a booking).</p>
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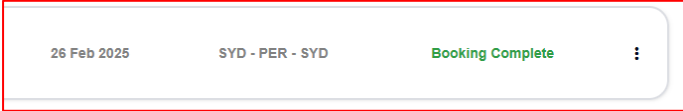
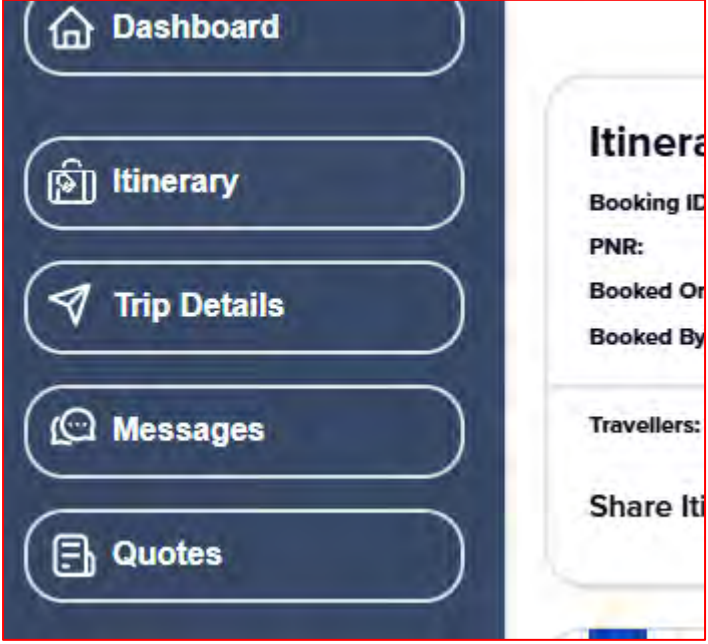
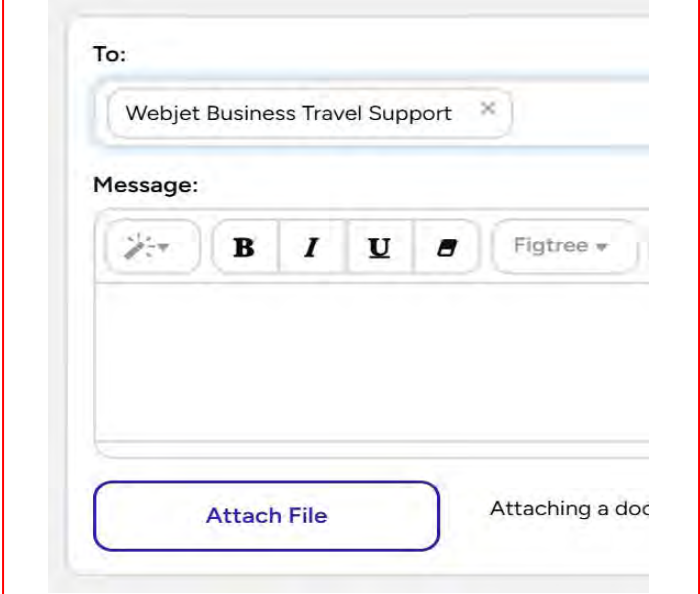
Note: if you need to cancel the trip urgently, please call **1300 719 565 (within Australia) and +61 2 8212 4500 (for International)**

Ways to communicate with Webjet Business Travel

The chatbox at the bottom of page can be used to communicate with the Webjet support team when you have a question regarding the Webjet platform., ie: profile/workflow updates, error messages on the platform, how to navigate the platform or assist with searching for a specific stay/flight.
 NOTE: Webjet is the platform which we’re using.



To communicate with Webjet about an existing trip request-

	<p>1. Click on the trip you're after.</p>
	<p>2. On the left side of the screen, find and click on "Messages" tab.</p>
	<p>3. Here you can message Webjet (AU/NZ) directly with your request, ie: request with name change, stay/flight change, adding a car and/or confirming stay/flight details.</p> <p>In the "To:" field you can include or exclude other travel arrangers/traveler if needed.</p>



Key Contacts Australia & New Zealand

Profile access/management and pre-trip requests contact details	
Locomote portal and profile queries	<p>Email: travelap@racp.edu.au (for profile queries)</p> <p>Webjet support chat: This is for the travel portal queries. Located bottom left-hand corner of portal. This chatbox allows you to chat directly with a consultant, if needed.</p>
AUSTRALIA & NEW ZEALAND - Approved bookings, booking changes contact	
Webjet business travel	<p>Within Australia: 1300 719 565</p> <p>International: +61 2 8212 4500</p>
Emailing about bookings (individual and/or group bookings)	<p>Corporate@webjetbusiness.com</p> <p>Groups@webjetbusiness.com</p>
Finance Contact: (for travel finance queries)	Email: travelap@racp.edu.au
Event booking	<p>Email: don@bxagency.com.au</p> <p>Call: +61 2 8806 2810</p>
Afterhours assistance	For any afterhours emergency assistance please call the Webjet Business Travel team on 1300 320 737 or on +61 2 8212 4500 from overseas.

FREQUENTLY ASKED QUESTIONS

Q: I can't remember my password?

A: Follow the 'Forgot My Password' prompts on the login screen - a reset password link will be emailed to you. Alternatively email TravelAP@racp.edu.au

Q: Where do I find my airline reference/locator (for pre-seating or flight check-in)?

A: The airline reference/record locator is referred within the itinerary as “confirmation”. It is located within the respective air segment (to the right) and appears as: **Confirmation: WBCKM2** (example only)

Q: Can I book personal trips in Webjet?

A: No – personal trips should not be booked via Locomote.

Q: How can I add personal travel to an existing trip that's been approved?

A: Currently this option is not available within the Webjet system so you'll have to arrange the travel personally outside this portal.

Q: How do I book personal trips not related to any business trips?

A: Currently this option is not available within the Webjet system so you'll have to arrange the travel personally outside this portal.

Q: I am making a booking in Webjet and can't find a hotel I usually stay at. What do I do?

A: Complete your booking as usual, then use the “**REQUEST**” option (next to Search) to send an email to Webjet and add a comment. Your designated Travel consultant will respond to you directly with options.

Q: My booking is “hotel only”. How do I make a booking when my hotel does not display in Webjet?

A: For hotel only bookings where the preferred hotel “**REQUEST**” option (next to Search) to send an email to Webjet add a comment. Your designated Travel consultant will respond to you directly with options.

Q: It's late at night and I have a business trip departing tomorrow that I can no longer travel on - what are my options?

A: Contact Webjet after-hours support team (contact details appear on your dashboard) and they will assist with your cancellation/rescheduling. [Contact page](#). Within Australia: 1300 719 565 // International: +61 2 8212 4500

Q: I've arrived at my hotel to be told that a booking is not held. What do I do?

A: Contact the Webjet team – 24/7/365.

Q. How do I amend my reservation (booked via Webjet)?

A: During business hours add a note to the trip via the messages tab within a trip, and if within 48hrs of departure call the Webjet team to action. If outside of business hours call the number on your dashboard which will go to an after-hours service (as above) Contact Webjet for any amendments/cancellations. Please refer to [page12](#)

Q. What is the travel allowance?

A: Please refer to the travel policy guidelines - [RACP Travel Policy and Guidelines.pdf](#)

Q: How to make an insurance claim?

A: The travel arranger will need to contact Risk@racp.edu.au.





Q: How do I make a claim for reimbursement of traveling expenses?

A: Please refer to [RACP Travel Policy and Guidelines.pdf](#)

Q: When can I book for a business class?

A: If you're flying 6hours (or more) per leg of flights, you're eligible for business class seats.

Locomote symbols/icons index:

	Webjet support chatbox	Users can use this chatbox to speak directly with the Webjet team about any issues they're having on the Webjet platform. Located on the bottom left corner of your screen. Ex: profile issues, platform system error, booking request not submitting,
	No baggage included	This icon shows during the flight selection process. Selecting a flight with this icon, means no check-in bags included. Only carry-on is allowed. Carry-on weight limit is max 7kg.
	Preferred	This shows on some flights and accommodation.
	Exceed maximum permitted rate	This shows on accommodation that exceed our policy allowance.