KT Online
UCL user guide

How to create the perfect trip using your new online booking tool
• Products available online and offline
• How to create a traveller profile
• How to book a flight/Eurostar
• How to book a hotel
• How to book UK Rail
• How to confirm an offline booking online
• How to access trips online
• Ensure you have the authorisation to purchase travel

• Refer to ‘TravelCert’ for details on UCL’s business travel insurance and guidance on how to register your trip [https://www.ucl.ac.uk/finance/insurance/travel](https://www.ucl.ac.uk/finance/insurance/travel)

• During the booking process, the following budget codes are required:
  • Org/dept code
  • Project code
  • Task code
  • Award code

• All bookers will be required to sign a UCL declaration to confirm trips
Products

- **Bookable Online**
  - Flights
  - Hotels
  - UK Rail, Eurostar

- **Offline bookings – Confirm online**
  - Flights, Eurostar
  - Hotels
  - Car Hire, Coach, Taxi
  - Ferry

- **Bookable Offline only**
  - Airport parking
  - Transfers, Lounge pass
  - Global rail e.g. Amtrak
  - Visas
  - Any other service not listed in section 2
Go to the travel procurement page on the UCL Intranet site click the login link

Login with your UCL username and password
Once logged in you have access to Book Online and ‘Profile Manager’ where you can create and manage Traveller Profiles. Click ‘Book Online’ to proceed.
Your guide to Key Travel

- UCL information including expenses policy is located on the landing page.
- To access the tool click ‘Continue’.

Please Note

Alitalia fares have been removed from KT Online as this airline is in financial difficulty, having applied for extraordinary administration under Italian law. Key Travel do not recommend you travel with this carrier, however should you still wish to do so, please book via your dedicated reservations team. Please note that Key Travel will not be held responsible if Alitalia cease trading before your travel is complete, and is not responsible for any financial costs or consequential loss they should fail.

UCL Key Travel Payment Process: UCL policy is that travel can be booked using your departmental budget/grant codes, i.e., UCL Org/Dept Code, Project, Task & Award (Expenditure Type will be allocated depending on type of booking). These codes will then be charged when the monthly consolidated invoice is received. Please choose the ‘Invoice’ option at checkout to purchase by this method. If you are unsure of your UCL departmental codes, please liaise with the Finance Officer in your department before booking. If you wish to pay by credit/debit card please choose this option during checkout.

UCL Policy: Please review UCL Expenses Policy to see travel & expenses limits and allowances.

KT Online User Guide: Please review here

UCL Travel Insurance: UCL has a Business Travel Insurance policy which will insure UCL employees, students, and persons assisting UCL with its business, who are normally resident in the UK. All business trips should be registered via the “TravelCert” system. For details on UCL’s Business Travel Insurance policy and guidance on how to register your trip, please visit the Insurance Webpage: https://www.ucl.ac.uk/finance/insurance/travel

UCL Off-site Working: UCL requires the following steps to be followed for all off-site work:

1) Itinerary - record the itinerary i.e., who, where, what, when of the off-site work you are about to undertake.
2) Risk Assessment - assess the risks associated with the off-site work and record the significant findings.
3) Checklists - these cover a variety of subjects relevant to the off-site work to be undertaken e.g., travel, fire safety, pre-visit checks etc.

Please visit the off-site working webpage to complete your risk assessments and checklists prior to travelling: http://www.ucl.ac.uk/estates/safetynet/guidance/off_site/index.htm
• This is your home page
• Flights, hotels, UK Rail and Eurostar are available to select in the panel shown
• To view all your online trips go to the suitcase icon
Creating and managing traveller profiles
1. ‘Profile Manager’ enables users to access, view, edit and manage traveller profiles
2. Go to ‘Profile Manager’ to create a profile prior to booking
3. ‘KT Online’ enables users to create and save profiles at checkout
4. Please ensure you have authority from the traveller if you are creating profiles on behalf of someone else
5. Only the creator and the traveller (if different) can view the content of the profile
6. Anyone within your organisation can select the profile for booking but only the authorised managers can view the content

Go to 
www.keytravel.com

Profiles can be created via Profile Manager or ‘KT Online’

Go to
‘Profile Manager’
to view, edit and manage profiles

All profile data is stored encrypted and information is only used for the purpose of the trip
For regular air travellers, it is recommended to create a profile saving time during the booking process and ensuring personal preferences are always accounted for.

- Go to [www.keytravel.com](http://www.keytravel.com) and login
- Go to Profile Manager to manage and create profiles.
Creating a profile via KT Online

1. It is possible to create a profile online when making the traveller’s first booking.
2. Go to KT Online, search for an itinerary and take a booking to checkout.
3. In the ‘Travellers’ section, expand ‘add traveller details manually’ and enter the applicable information.
4. After clicking ‘Save’, you will be asked if you would like to save as a new traveller profile.
5. Saved profiles are accessible via ‘Profile Manager’.
Managing traveller profiles

PROFILE MANAGER

We recommend a traveller profile is created for those who regularly travel by air. Creating a profile via our secure tool enables the user to view and edit their profile 24/7.

CREATE A TRAVELLER PROFILE

Please have all information including passport details ready prior to creating a profile.

- Create on behalf of traveller
- Send to traveller

TRAVELLER PROFILES

My traveller profile:

- View/Edit

ASSIGN PROFILE MANAGER

If you would like an authorised booker within your organisation to view and edit your profile on your behalf, please enter their name or email address below:

Name or E-mail: [ ]

• All profiles can be viewed and edited in profile Manager
• Only the creator and the traveller themselves (if different) can access the content of the profile
• It is possible for traveller’s to assign their profile to multiple profile managers if they wish to share their data
Booking Flights
• The default search is for ‘Round’ trips. One-way and multiple stops can be selected
• Enter your flight details into the search fields and click ‘Find Flights’
• The ‘more search options’ section contains additional filtering options
The fare grid contains all available airlines comparing different contract types including specialist fares.

Each fare type will display icons to show the most flexible conditions. These include hold deadline dates, changes and refunds and ticket validities.
Multiple items can be added into the basket including more than 1 product and multiple options e.g. 2 travel dates.

Use the ‘send quote’ function to send the basket to travellers in one email.

To go to checkout click ‘Book or Hold’
The quote has been saved in your trip folder and the ‘Share’ option opened for you to email the itinerary. Simply add comments and populate the traveller’s email address.

It is possible to email multiple people by adding addresses into the right hand box.

Select ‘Verify’ to enable the traveller to interact in the quote. The traveller will receive an email and be asked to indicate their preferences by accepting and rejecting items.
Accessing the ‘checkout’ screen can be done from the basket or the Trip ID.
Traveller names can be added manually & saved or selected from an existing profile.
The ‘Book’ and ‘Hold’ button will activate where applicable.
- The hold section will confirm the items which can be held and will also specify the deadline date.
- Visit our Visa Database for access to Visa application information.
- Click ‘Continue to hold’ to proceed.
To book a trip, enter relevant payment codes as per your company policy
Check the itinerary details are correct before confirming
Make sure the traveller’s name has been spelt exactly as it appears on their passport
Agree to the UCL terms and conditions before clicking ‘Confirm’
Booking Hotels
Hotels can be booked on their own or as part of another trip in your basket.
A location can be entered in as a city name, post code, landmark or train station.
The ‘Previous searches’ section will store up to 10 hotel searches.
UCL’s London negotiated rates are available to book online.
Hotels can be found on the map. Average rates are shown by clicking ‘Show rates’.
There are a number of filters including search by rates with breakfast.
UCL corporate rates are indicated by a ‘C’.
To add items to your basket go to a preferred hotel, expand the ‘all rates’ section and click ‘add to basket’.
• UCL corporate rates will be clearly labelled
• ‘Billback rates’ allow breakfast to be added at checkout (if not already included)
• Click ‘more details’ for more information on rate conditions
• Click ‘Add to basket’ to continue
The hotel details page includes area information, a map view and trip advising ratings (if applicable).
Multiple items can be added into the basket including more than 1 product and different options e.g. 2 travel dates

Use the ‘send quote’ function to send the basket in one email

To go to checkout click ‘Book or Hold’
• The quote has been saved in your trip folder and the ‘Share’ option opened for you to email the itinerary. Simply add comments and populate the traveller’s email address.
• It is possible to email multiple people by adding addresses into the right hand box.
• Select ‘Verify’ to enable the traveller to interact in the quote. The traveller will receive an email and be asked to indicate their preferences by accepting and rejecting items.
Accessing the ‘checkout’ screen can be done from the basket or the Trip ID.
Traveller names can be added manually & saved or selected from a profile.
The Book and Hold buttons will activate where applicable.
Please note that hotels cannot be held.
To book a trip, enter relevant payment codes as per your company policy.

If you have selected a ‘Billback Rate’ you have the option to authorise breakfast charges in addition to the cost provided in the summary. This cost will appear on the final invoice.

Check the itinerary details are correct before confirming.

Agree to the UCL terms and conditions before clicking ‘Confirm’.
Booking UK Rail
UK Rail can be booked on its own or as part of another trip in your basket.

Enter your rail details into the search fields and click ‘Find Trains’.

Railcards can be added in the ‘more search option’ section.

The ‘Previous searches’ section will store up to 10 rail searches.
The results contain all available train times with different train operating companies. All ticket types including advance, off peak and anytime options are displayed with the cheapest highlighted. Select relevant options and ‘add to basket’.
Select from a choice of delivery options including self service kiosk (collection from the station), mobile ticketing and first class post

The email collection reference is where the confirmation will be sent to

To add seats and London Underground tickets, go to the applicable sections

Click ‘continue’ to add your rail booking into the basket
Multiple items can be added into the basket including more than 1 product.

Use the ‘send quote’ function to send the basket to travellers in one email.

To go to checkout click ‘Book or Hold’.
The quote has been saved in your trip folder and the ‘Share’ option opened for you to email the itinerary. Simply add comments and populate the traveller’s email address.

It is possible to email multiple people by adding addresses into the right hand box.

Select ‘Verify’ to enable the traveller to interact in the quote. The traveller will receive an email and be asked to indicate their preferences by accepting and rejecting items.
Accessing the ‘checkout’ screen can be done from the basket or the Trip ID.
Traveller names can be added manually and saved or selected from a profile.
The ‘Book’ and ‘Hold’ button will activate where applicable.
• The hold section will confirm the items which can be held and will also specify the deadline date
• Rail bookings can be held for a maximum of 24 hours. It is not possible to hold rail if booked with other products
• Click ‘Continue to hold’ to proceed
To book a trip, enter relevant payment codes as per your company policy
Check the itinerary details are correct before confirming
Agree to the UCL terms and conditions before clicking ‘Confirm’
Confirming offline bookings online
A Key Travel agent will send you an itinerary containing a link to confirm your booking online.

Click the link and login.

Please note, only the initial booker can access and confirm the trip unless the booker is part of a user group where named people can act on behalf of each other.
Check the itinerary details are correct ensuring the traveller’s name has been spelt exactly as it appears on their passport.

Enter relevant payment codes as per your company policy.

Agree to the UCL terms and conditions before clicking ‘Confirm’ (your booking is not booked at this stage). Your request is sent to a Key Travel agent who will check and book your itinerary.
Confirmation process explained

KT Online request sent to Key Travel (KT) agent

KT Agent will check and book itinerary

KT Agent will send a confirmation & applicable e-tickets/vouchers

- Your request to confirm is emailed to a Key Travel (KT) agent who will check and book your itinerary
- A confirmation email and applicable e-tickets/vouchers will be sent to the booker
- Please contact a KT agent for any changes or cancellations
Accessing your trips
All trips will be contained within your trips folder (see the suitcase icon).
To find your trip use the search and filter boxes.
Trips can be accessed by clicking on the relevant trip number.
Additional features include ‘add to calendar’ and cancelling trips.
THANK YOU

If you require further training please refer to the KT Online guides located on Key Travel’s website or contact your Account Manager.

Remember for technical assistance contact our helpdesk on 0844 335 0260 or at online@keytravel.com