ONLINE APPROVAL GUIDE - Approvers

This guide explains how to action approval requests generated via the Key Travel online booking tool.

Requests can be processed via email, tablet or desktop.

All approval requests will have a ticket deadline. It is important these deadlines are adhered to. Failure to do so may jeopardise the cost of the ticket.

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Preparation for Approvers

Each approver request will be sent via email and will require the approver to login to proceed.

We recommend all approvers obtain a password prior to receiving their first approver request. Please follow the instructions below:

- Go to www.keytravel.com
- Select ‘Login’
- Enter your email address
- If you have an existing password, enter it in the relevant field. If not, follow the instructions to obtain one.
How the approval process is activated
Once the requestor has selected an itinerary and proceeds to book the trip the approval process will activate.

An email will be sent to the relevant approver.

How to action an approval request
The approver should click the Trip ID in the approval email:

The approver will be asked to login.
How to ‘approve’ and ‘decline’ a trip
The itinerary is presented along with any comments from the requestor and the reason why the itinerary was selected.

‘Approving’ a trip:

It is possible to view up to 5 rejected itineraries by clicking on the ‘Rejected flight itineraries’ link. The flight requested will show first allowing you to easily compare against others. If you would like the booker to change the flight option please decline the booking and add an explanation in the comments section (see decline process below).

To approve the trip simply click ‘Approve’ near the top of the screen.

You may be required to enter payment codes. If this applies to your organisation, please enter the relevant codes as shown below before clicking ‘Approve’:

The booking is now confirmed.

‘Declining’ a trip:

To decline the trip click ‘Decline’ and enter comments for the requestor.
Your comments will be sent to the requestor for review.

The requestor has the option to re-submit the trip should they want to if the trip has not passed its ticket deadline. A new email will be sent to the approver.

**Accessing the trip**

All trips and requests to approve will fall into your ‘Trips’ folder.

Go to the navigation panel on the lefthand side and click on the ‘suitcase’ icon:

To see which trips still require approval check the ‘Current stage’ status e.g. ‘Pending Approval’