

# CAPE PENINSULA UNIVERSITY OF TECHNOLOGY



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## LOGGING ON TO YOUR.CT

<https://yourct.corporatetraveller.co.za/>

Logging in for the first time?  
Select Forgot Your Password – Then login  
using the temporary password and  
follow the prompts.

After you have logged in, you will land on  
the YOUR.CT home page. From here, you  
can link to a variety of useful services.

## TRAVEL HUB

### TRAVEL NEWS

Looking to travel?  
Get the latest traveler  
updates and information.

<https://www.fctgtravelnews.com>

## SAM :]

**Sam:]** your pocket  
travel assistant

Smart Assistant for Mobile is a  
pocket travel assistant that helps  
business travelers with  
everything from itinerary  
management, bookings, service  
and support.

# OFFLINE AND ONLINE BOOKINGS

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## OFFLINE BOOKINGS

- Multi-city Bookings;
- Group Bookings;
- Regional Bookings;
- International Bookings
- Changes to existing bookings need to be booked offline through Hero Telecom's dedicated Travel Manager: **Kelley Golden / Buhle Gulwa**

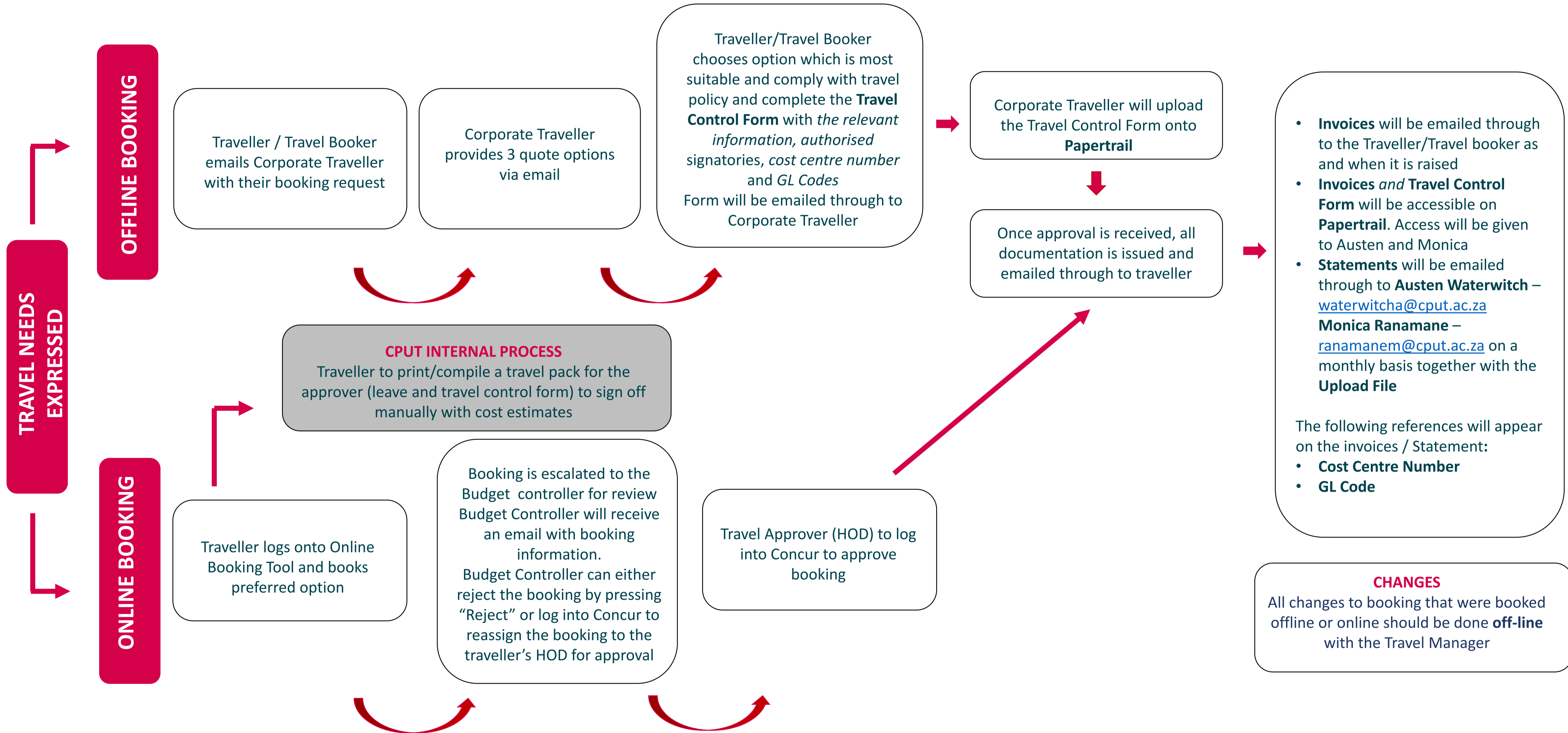
## ONLINE BOOKINGS

- Domestic bookings ;
- Point to Point Regional and International bookings are bookable on the online booking tool

**\*\*\* All online bookings must be booked and approved by 16:30 same day to guarantee the fares/rates \*\*\***

**\*\*\* Bookings that have not been approved before 16:30 are not guaranteed \*\*\***

# TRAVEL BOOKING PROCESS



# YOUR.CT – ALL USERS

**YOUR.CT** ONE SIMPLE PLATFORM

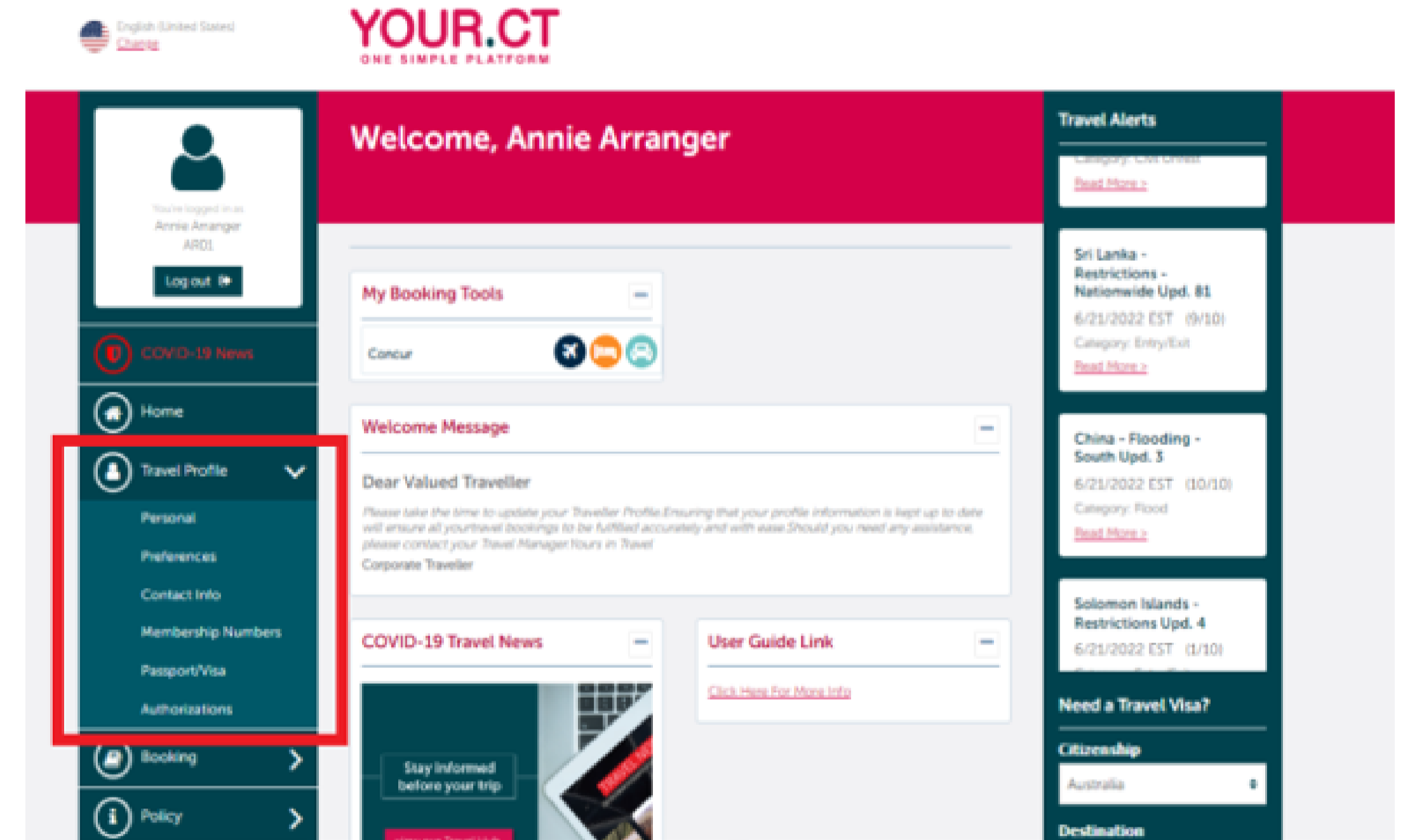
## YOUR.CT Log in

- To gain access to **YOUR.CT** you need to go to the URL provided during their implementation. Your username is your business email address. The first time you access **YOUR.CT** you must create a password by clicking the **Forgot Your Password** link.



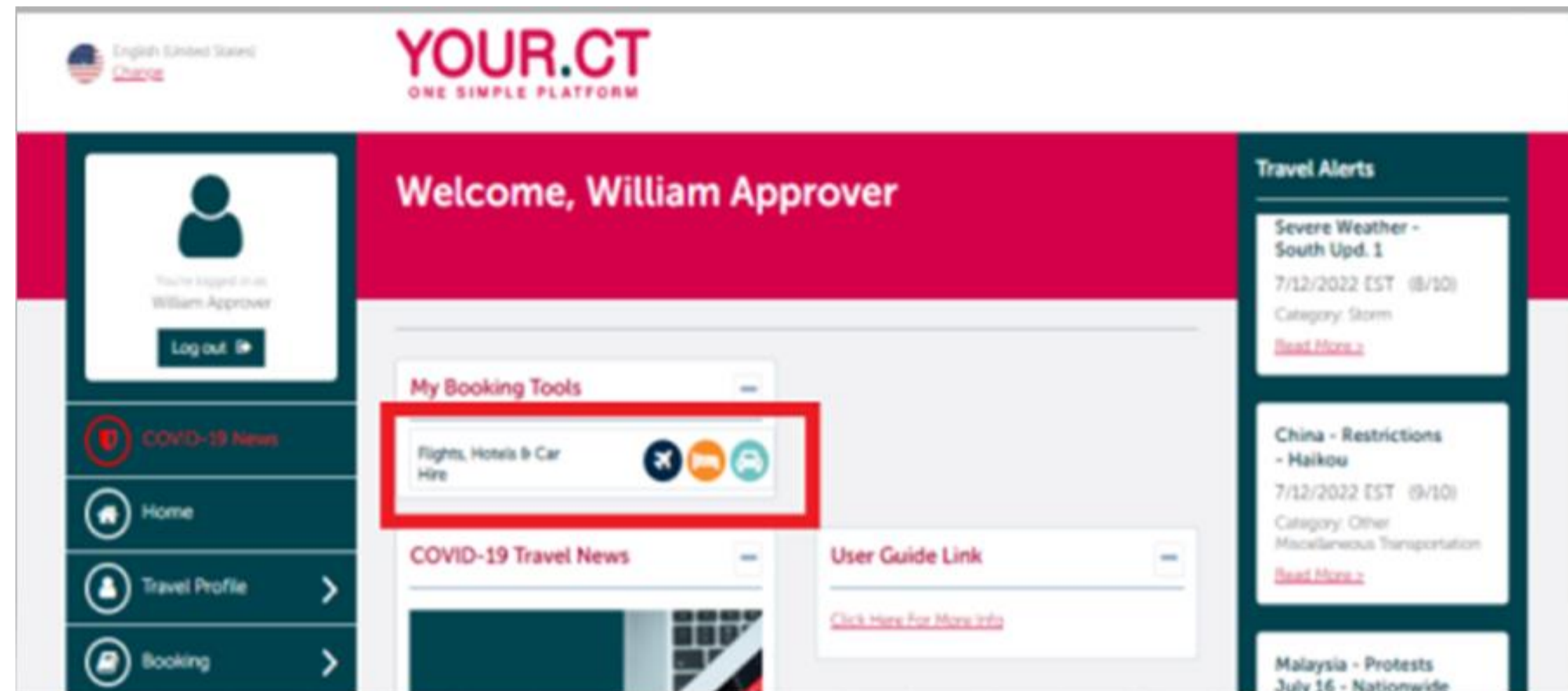
Your **username** is your business email address

To set your password when you first log on, follow the instructions in **Forgot Your Password?**

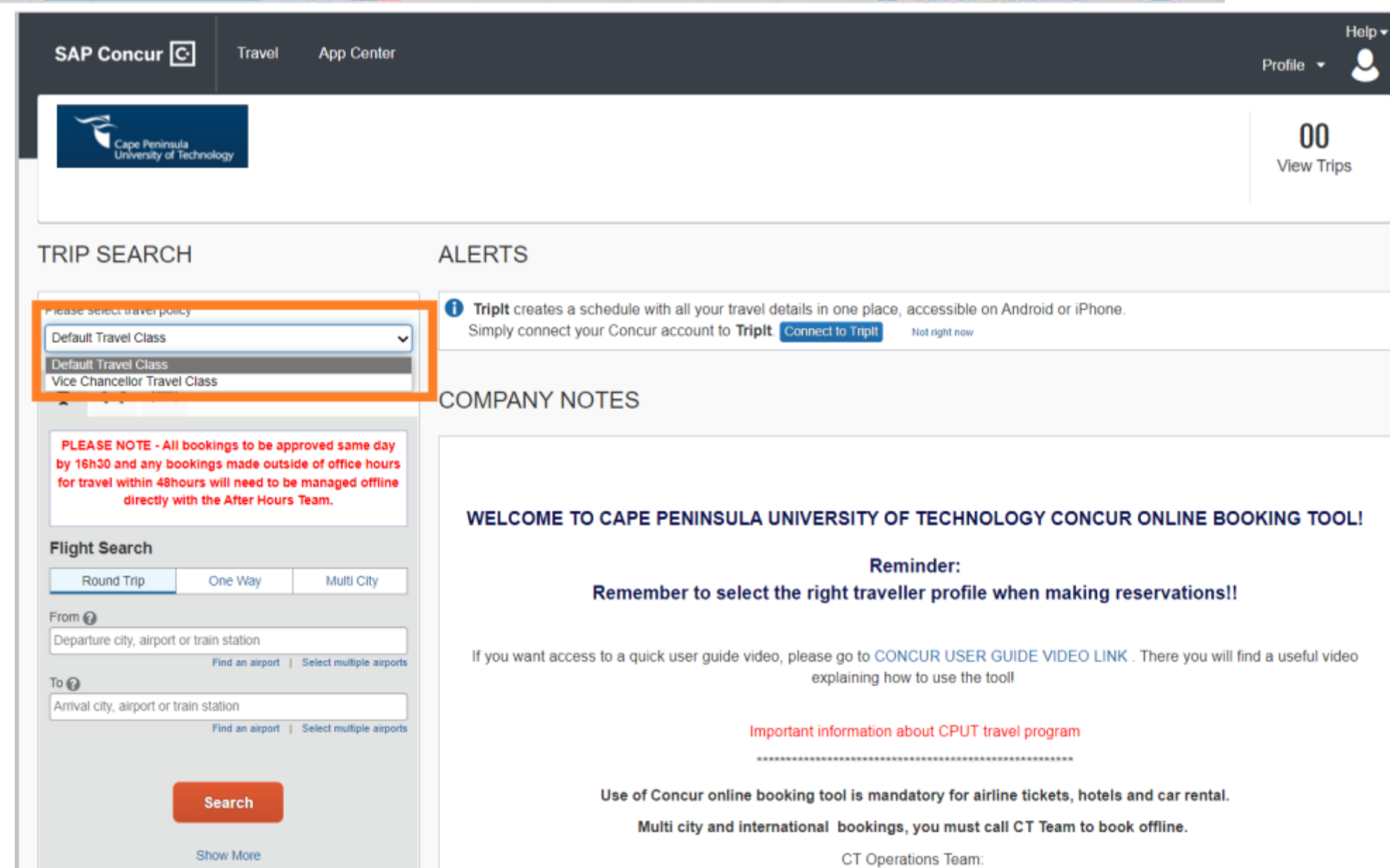


- Please ensure that your name and surname is as per your passport and that all your information is updated in your Travel Profile

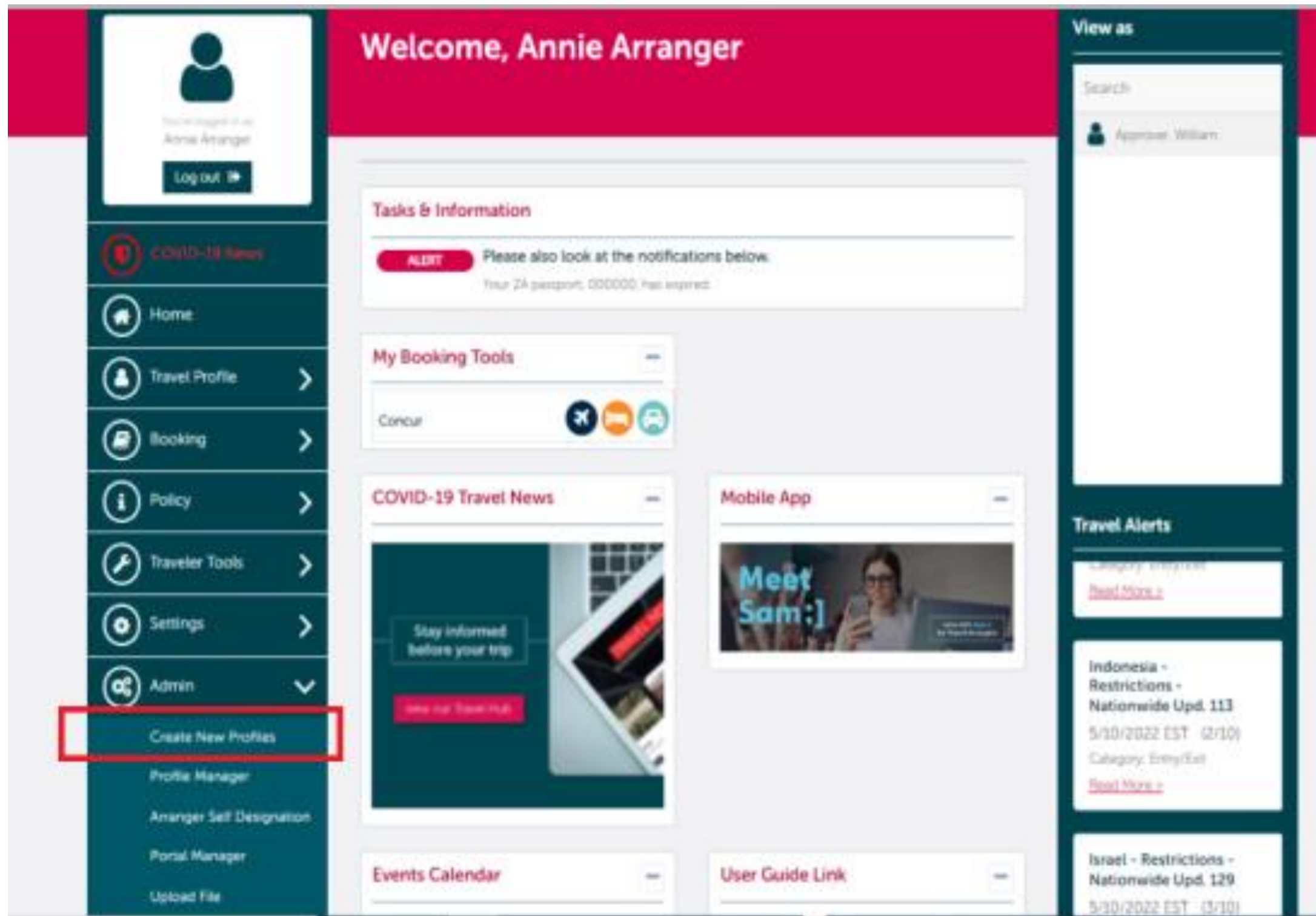
# CONCUR – ALL USERS



- Click on the “Flights, hotels and car hire” block under **My Booking Tools** to be redirected to Concur (Online booking tool).
- If you are booking travel for yourself, you will need to choose the travel policy option for which you need to book i.e., **Default Travel Class** or **Vice Chancellor Travel Class** and continue with the booking process



# YOUR.CT – TRAVEL BOOKERS



The 'Create new profile' form contains the following fields and options:

- Name information:**
  - EMAIL ADDRESS \* (Primary Work Email Address)
  - FIRST NAME \*
  - LAST NAME \*
  - SUFFIX
  - NICKNAME
- Are you the travel arranger for this new profile?
- Send a Welcome Email to the new profile? (highlighted with a red box)
- [Skip without saving](#)
- [Save & Exit](#)

- Super users (Travel bookers) will have the capability of creating new profiles by clicking on the Admin section and selecting “Create new profile” and completing the information on the next page, click on send a Welcome Email to the new profile” before clicking “Save & Exit”
- The traveller will receive log-in information and will be able to complete his/her profile once they have logged in

# YOUR.CT – TRAVEL BOOKERS

**YOUR.CT** ONE SIMPLE PLATFORM

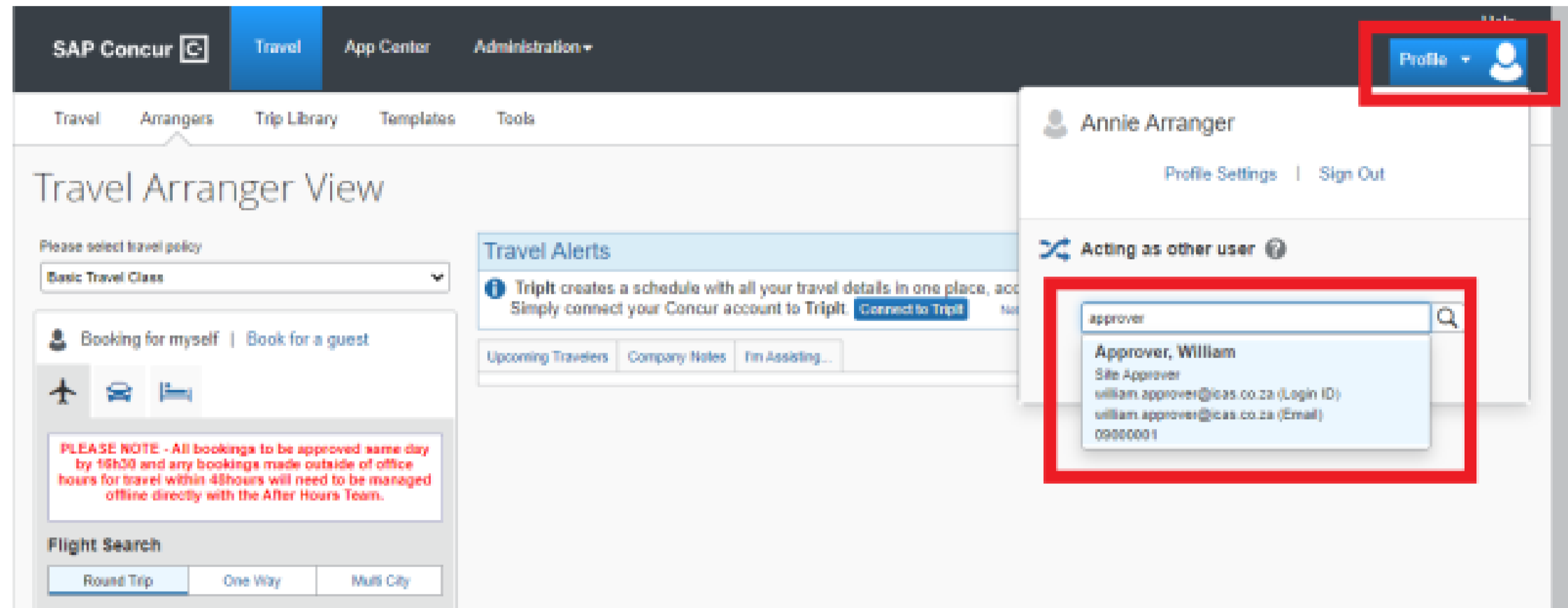
The screenshot shows the user interface for Annie Arranger. The top navigation bar is red with the text 'Welcome, Annie Arranger'. The left sidebar contains a navigation menu with items: Home, Travel Profile, Booking, Policy, Traveler Tools, Settings, and Admin. The 'Admin' section is expanded, showing options: Create New Profiles, Profile Manager, Arranger Self Designation (highlighted with a red box), Portal Manager, and Upload File. The main content area includes a 'My Booking Tools' section with a 'Concur' button, a 'Welcome Message' section with a 'Dear Valued Traveller' greeting, a 'COVID-19 Travel News' section, and a 'User Guide Link' section. On the right, there are several informational cards for travel restrictions and a 'Need a Travel Visa?' section.

The screenshot shows the 'Travel Arranger Self Designation' form. The form is titled 'Employee Profile Search' and includes the following fields: 'COMPANY/DIVISION' (set to 'E4 Strategic'), 'SEARCH BY' (set to 'Last Name'), and 'SEARCH CRITERIA' (set to 'Never'). A red box highlights the 'SEARCH CRITERIA' field. Below the search fields is a 'Search' button. The form also includes a note: 'Please Note: Whenever you assign yourself as someone's travel arranger/administrator, an email is immediately generated and sent to that individual, notifying them of the self-assign action and that you now have access to their travel profile.' Below the note is a table with the following data:

Employee ID	Email	Full Name	Title	Arrange For
WN001	william.never@e4.co.za	Never, William		<a href="#">Self Assign</a>

- Travel bookers will have the capability of linking profiles to themselves to book on their behalf by clicking on the Admin section and selecting “Arranger Self Designation” and searching for the traveller by surname and once found, click on “Self-Assign”
- The Travel Booker will now be able to book on the traveller’s behalf and update his/her profile.

# CONCUR – TRAVEL BOOKERS



- To book on behalf of a Traveller, a Travel Booker will need to click on the Profile icon on the top right-hand corner once logged into Concur, insert the traveller's surname in the search box, select the traveller's name once it appears in the drop-down box, and click on start session.
- A green box will appear on the top right-hand corner stating that you are now acting on behalf of another traveller.
- You can now choose the Travel policy option for which you need to book and continue the booking process.



# RESERVE A FLIGHT *(with flexibility)*

CemAir 06:00a JNB → 08:15a CPT Nonstop 2h 15m  
South African 07:25p CPT → 09:25p JNB Nonstop 2h 00m

ZAR 6,310.52

This fare requires approval

Show all details

CemAir 06:00a JNB → 08:15a CPT Nonstop 2h 15m  
South African 07:25p CPT → 09:25p JNB Nonstop 2h 00m

ZAR 6,310.52

This fare requires approval

Hide all details

DEPART Wed, 20 Dec - Johannesburg, South Africa to Cape Town, South Africa

Wed, 20 Dec 06:00a JNB → 08:15a CPT 2h 15m CemAir 830 View seats  
Canadair Regional Jet 900 / 429 lbs CO<sub>2</sub>e

RETURN Thu, 21 Dec - Cape Town, South Africa to Johannesburg, South Africa

Thu, 21 Dec 07:25p CPT → 09:25p JNB 2h 00m South African 372 View seats  
Airbus Industrie A320-100/200 / 429 lbs CO<sub>2</sub>e

Fare Details Free Checked Bags Refundable

Economy (Q, Y) Rules View: CemAir website View: South African website

No ZAR 6,310.52

This fare requires approval

- Once you have inserted your flight search information, you are required to click on 'show all details' and then click on 'Rules' to view the fare rules and restrictions of the specific ticket you would like to book i.e., if you are allowed to rebook the ticket etc.

Fare Rules and Restrictions - Work - Microsoft Edge

https://us2.concursolutions.com/twPopup/popup\_details.asp?popuptype=farerules&fareRulesGdsName=A...

### 8. PENALTIES

PE.PENALTIESFOR QOW TYPE FARES CANCELLATIONS BEFORE DEPARTURE CHARGE 50 PERCENT FOR CANCEL/REFUND. WAIVED FOR DEATH OF PASSENGER OR FAMILY MEMBER. NOTE - CANCELLATIONS MORE THAN 24 HOURS PRIOR TO DEPARTURE WILL INCUR A PENALTY OF 25 PERCENT OF THE FARE PER PASSENGER PER SECTOR. CANCELLATIONS LESS THAN 24 HOURS PRIOR TO DEPARTURE WILL INCUR A PENALTY OF 50 PERCENT OF THE FARE PER PASSENGER PER SECTOR. --- WAIVED FOR DEATH/HOSPITILIZATION OF PASSENGER OR IMMEDIATE FAMILY MEMBER. WAIVERS MUST BE EVIDENCED BY DEATH CERTIFICATE OR PROOF OF HOSPITILIZATION. ---- UPGRADING -- PERMITTED TO THE NEXT HIGHER FARE. THE ORIGINAL NONREFUNDABLE AMOUNT REMAINS NONREFUNDABLE SUBJECT TO THE CANCELLATION FEE AND THE APPLICABLE VAT. --- THE YR/YQ CARRIER IMPOSED FEES WILL NOT BE REFUNDED. --- A STANDARD REFUND ADMINISTRATION FEE OF ZAR250 EXCLUDING VAT IS APPLICABLE FOR ALL REFUND APPLICATIONS --- WAIVERS MUST BE EVIDENCED BY DEATH CERTIFICATE OR PROOF OF HOSPITILIZATION. AFTER DEPARTURE TICKET IS NON-REFUNDABLE IN CASE OF CANCEL/REFUND. WAIVED FOR DEATH OF PASSENGER OR FAMILY MEMBER. NOTE - UPGRADING -- PERMITTED TO THE NEXT HIGHER FARE. --- THE ORIGINAL NONREFUNDABLE AMOUNT REMAINS NONREFUNDABLE SUBJECT TO THE CANCELLATION FEE AND THE APPLICABLE VAT. --- WAIVED FOR DEATH/HOSPITILIZATION OF PASSENGER OR IMMEDIATE FAMILY MEMBER. WAIVERS MUST BE EVIDENCED BY

# RESERVE A FLIGHT *(Email options to traveller)*

JOHANNESBURG, SOUTH AFRICA TO CAPE TOWN, SOUTH AFRICA  
WED, 20 DEC - THU, 21 DEC

Show as ZAR -

Show matrix **Print / Email**

Shop by Fares Shop by Schedule

Flight Number Search  Sorted By: Custom

Displaying: 38 out of 102 results. Previous 1 2 3 4 Next | All

CemAir	06:00a JNB → 08:15a CPT	Nonstop	2h 15m	ZAR 4,117.52
	07:15p CPT → 09:15p JNB	Nonstop	2h 00m	

Show all details

- You can print/email options through to a traveller before a trip is booked by clicking on "Print/Email".

https://us2.concursolutions.com/twPopup/Popup\_Print\_Email\_Availability.asp?triptype=A

SAP Concur

Air Availability/Fare Quote

Johannesburg, South Africa To Cape Town, South Africa  
Wed, 20 Dec - Thu, 21 Dec

CemAir 830	06:00a JNB → 08:15a CPT Nonstop 2h 15m	ZAR 4,117.52
CemAir 847	07:15p CPT → 09:15p JNB Nonstop 2h 00m	
CemAir 830	06:00a JNB → 08:15a CPT Nonstop 2h 15m	ZAR 4,462.52
CemAir 851	04:30p CPT → 06:30p JNB Nonstop 2h 00m	

Print Flights E-mail Flights Close

# TRIP BOOKING INFORMATION

The screenshot shows the SAP Concur 'Trip Booking Information' form. The 'Finalize Trip' sidebar on the left includes steps: 'Review Travel Details', 'Enter Trip Information', and 'Submit Trip Confirmation'. The main form area has the following sections:

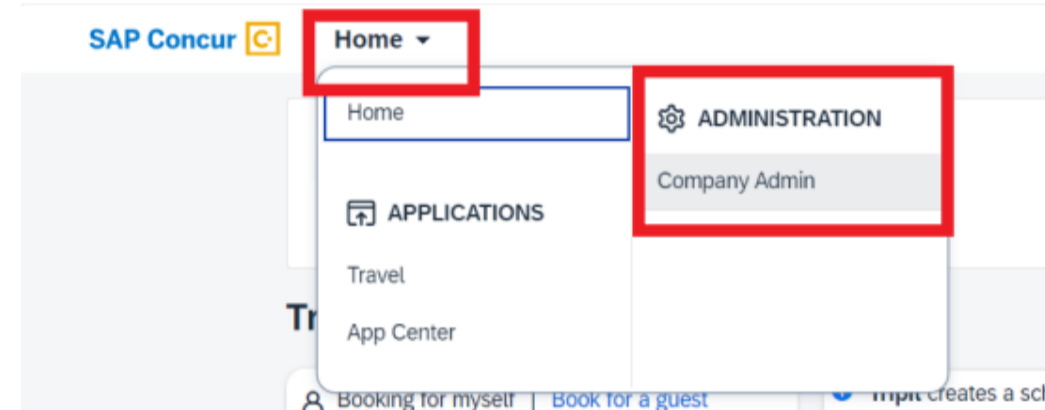
- Trip Name** (highlighted with an orange box): A text input field with a placeholder 'Cost Centre - Travel Booker Name - Traveller Name - Departure Date - City'. Below it, a note states: 'The trip name and description are for your record keeping convenience. If you have any special requests for the travel agent, please enter them into the agent comments section.'
- Trip Description (optional)**: A text input field with a placeholder 'Used to identify the trip purpose'.
- Comments for the Travel Agent (optional)**: A text input field with a note: 'Special Requests may incur a higher service fee.'
- Send a copy of the confirmation to:** A text input field.
- Send my email confirmation as:** Radio buttons for '@HTML' and 'Plain-text'.
- Cost Centre (Required)** (highlighted with an orange box): A text input field.
- GL Code (Required)** (highlighted with an orange box): A dropdown menu with a list of codes: 46500, 46505, 46313, 46318, 46322, 46006, 46008, 46500 46506, 46313 46318, 46313 46322, 46318 46322, 46313 46318 46322.

At the bottom, there is a note: 'Please enter information about this trip then press Next to final... Note: Any part of the trip that is instant purchase or has deposit...' and buttons for 'Cancelled.' and 'Cancel Trip'.

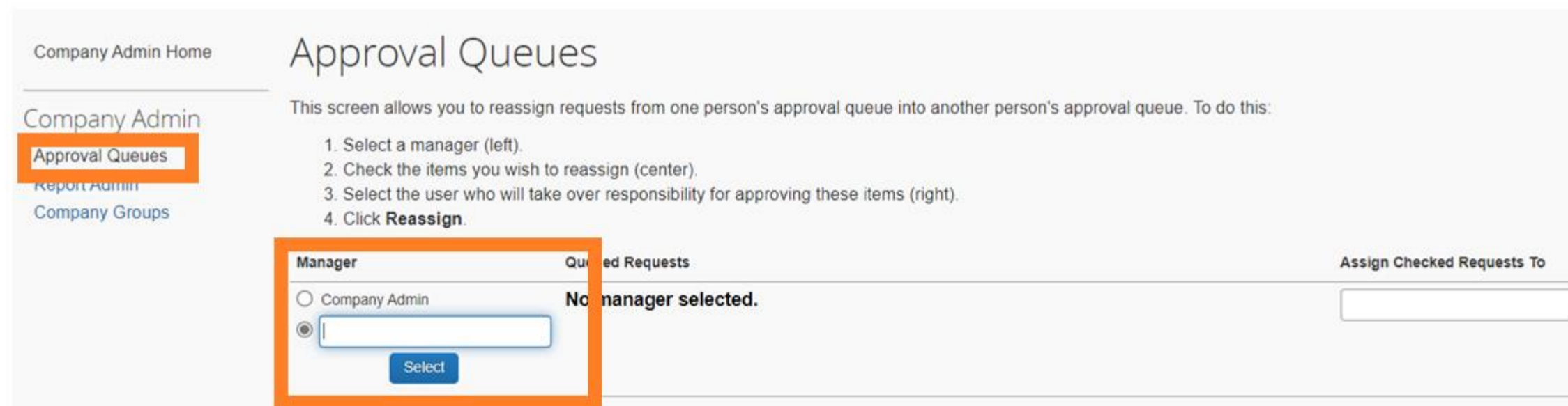
1. Change the Trip Name to reflect the following information:
  - COST CENTRE – TRAVEL BOOKER (if applicable) – TRAVELLER NAME – DEPARTURE DATE – CITY
2. Insert your Cost Centre number in the Cost Centre Block
3. Select the relevant GL code option from the drop-down list, depending on what you are booking

# BUDGET CONTROLLER - HOW TO REASSIGN

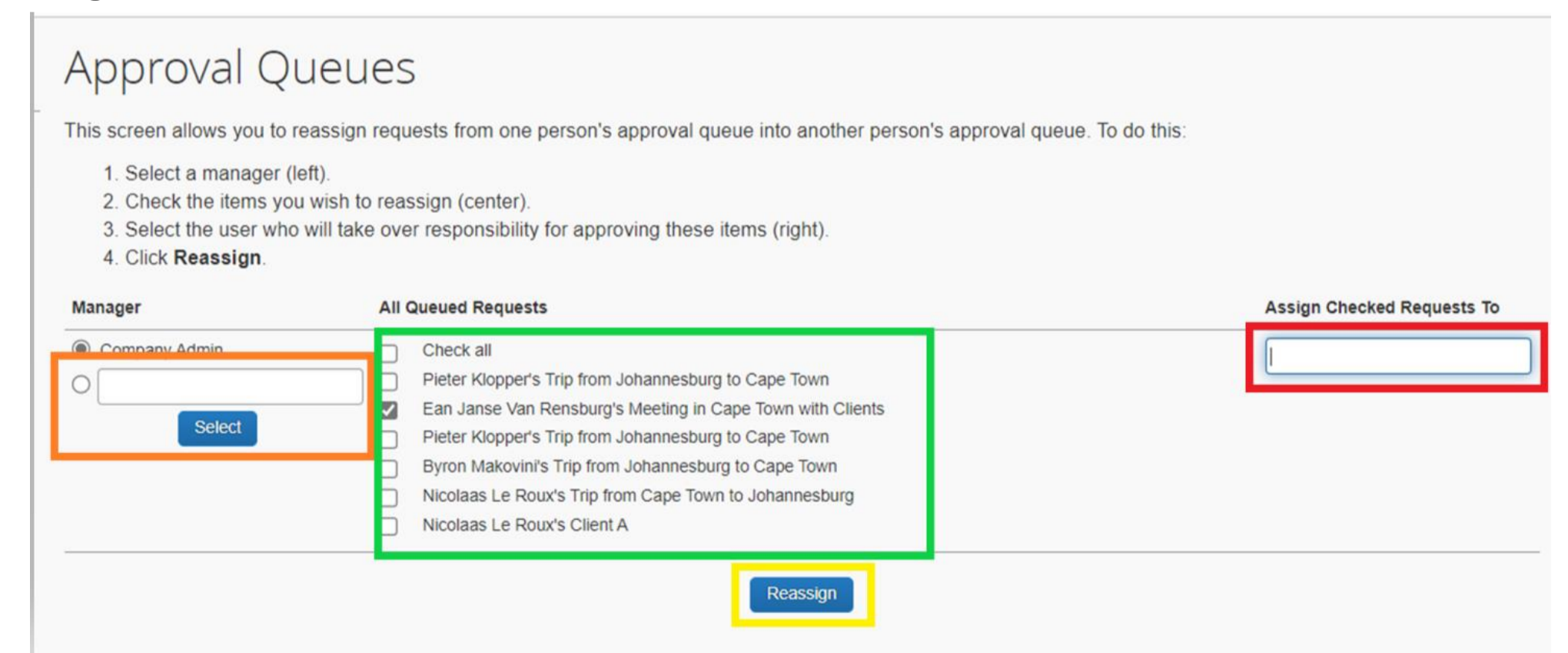
- The Budget Controller will receive an email to approve the travelers' booking, with all the relevant information i.e., Travel Booker name, Traveller Name, Trip Details, cost, cost center number and GL Codes to ensure that all is order for trip to be approved.
- The Budget Controller **should not** respond on the mail, but must **log into Concur** with their log in credentials and follow the below steps to reassign the approval to the **traveler's HOD for approval**:
  1. Login to YOUR.CT with your login that has “Corporate Admin” permissions
  2. Click on make a booking Tile to take you to Concur
  3. Once in Concur as yourself (Budget Controller)
  4. Click on the “Home” tab
  5. Select “Company Admin” under “Administration” menu item



6. Click on “Approval Queues” link under “Company Admin” section
7. Insert “**Controller/Budget**” in the textbox and click on “select”
8. A list of all pending bookings will appear under “All Queued Requests”, select your booking by ticking the box next to your traveler's name and insert the traveler's approver (HOD) surname in the text box under “Assign Checked Requests To”, the approver’s name will appear in a drop-down box, click on the approver’s name and click “Reassign”



9. Your selected booking will move out of the Queued Request into the approver’s profile to approve



# TRAVEL APPROVERS - HOW TO APPROVE

- Travel approver will receive an email from “Approval Queue” to advise approver that he/she needs to log into Concur to approve a booking

**From:** Approval Queue <ApprovalDaemon@concur.com>  
**Sent:** Wednesday, September 20, 2023 9:41:08 AM  
**To:** Sonja Erasmus (ZA) <sonja.erasmus@fctg.co.za>  
**Subject:** The request 'Annie Arranger - Booking for William Never - Flight JNB/CPT - 00AA' has been placed in your approval queue.

The request 'Annie Arranger - Booking for William Never - Flight JNB/CPT - 00AA', submitted by William Never, is awaiting your attention.

Please log into Concur to review and approve it.

This is a system-generated email. Please do not reply.

SAP Concur Approvals

Approvals Home

### Approvals

Name	Trip Name	Locator	Booked	Travel Dates	Approve/Reject By
William Never	<a href="#">Car/Hotel Reservation</a>	MEOK4A	10-10-2023	11-03-2024 - 12-03-2024	Sunday, 10 March 2024 05:00 pm South African time

- Login to YOUR.CT with your login that has “Approval rights” permissions
- Click on make a booking Tile to take you to Concur
- Once in Concur as yourself (HOD - Approver), take note of the sections highlighted below

01 Required Approvals | 00 View Trips

**Trip Search**

**Alerts**

**Company Notes**

WELCOME TO GEOMECHANICS CONCUR ONLINE BOOKING TOOL!

**My Tasks**

01 Required Approvals

William N. | Car/Hotel Reservation Trip

SAP Concur Sign Out

## Request Requiring Your Approval

### Request Requiring Your Approval

If it is rejected, it will be automatically cancelled.

Approve Reject Close

Request Status/History | Travel Itinerary

All trips - Require Approval

**Item Name:** Car/Hotel Reservation

**Trip Description:** No description

**Meeting Name:**

**Submitted By:** William Never

**Submitted on:** Tuesday, 10 October 2023 10:38 am South African Time

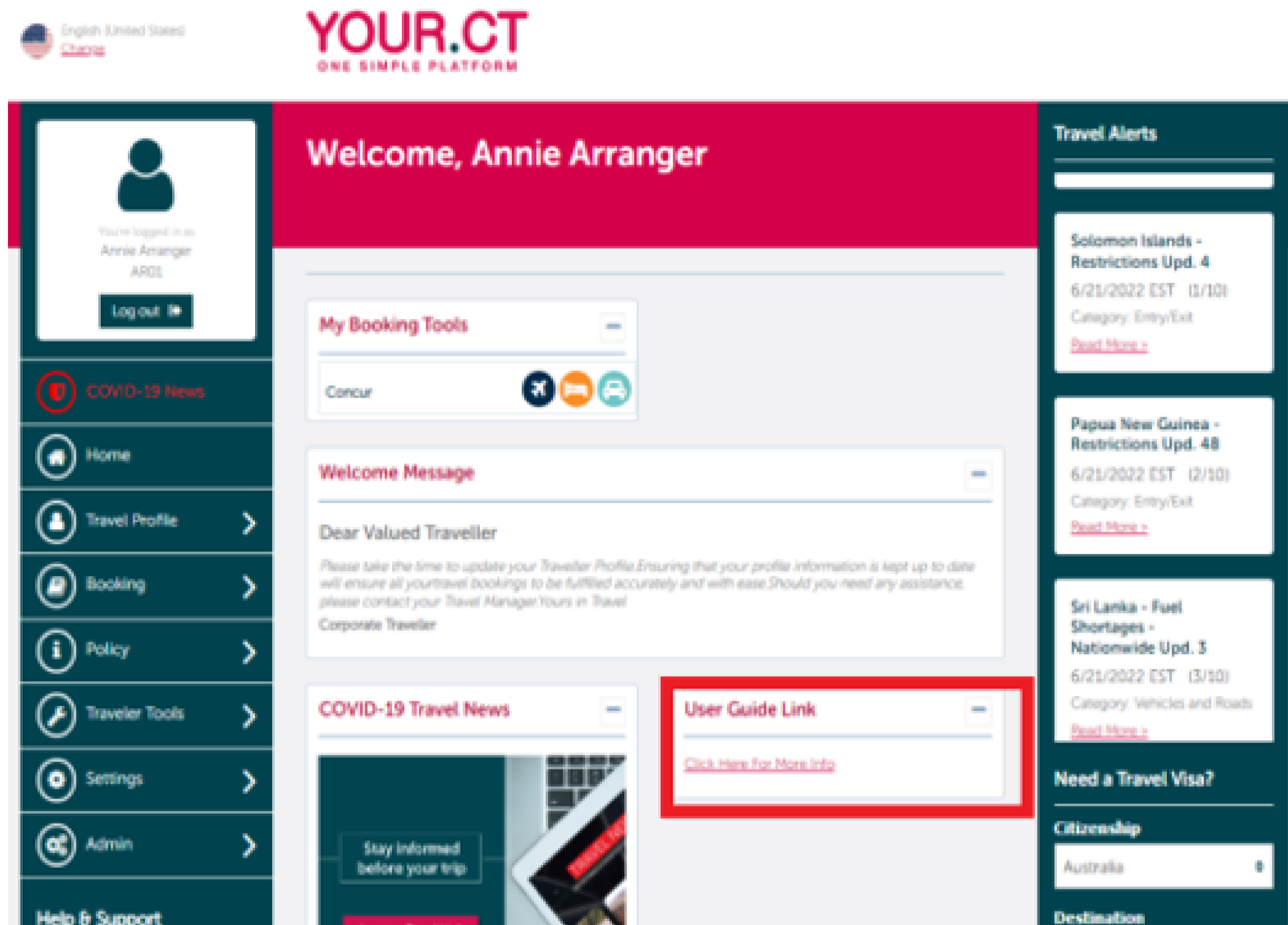
**Order Number:** ADMIN

**Approval Status/History:** Requires Approval by William Approver.

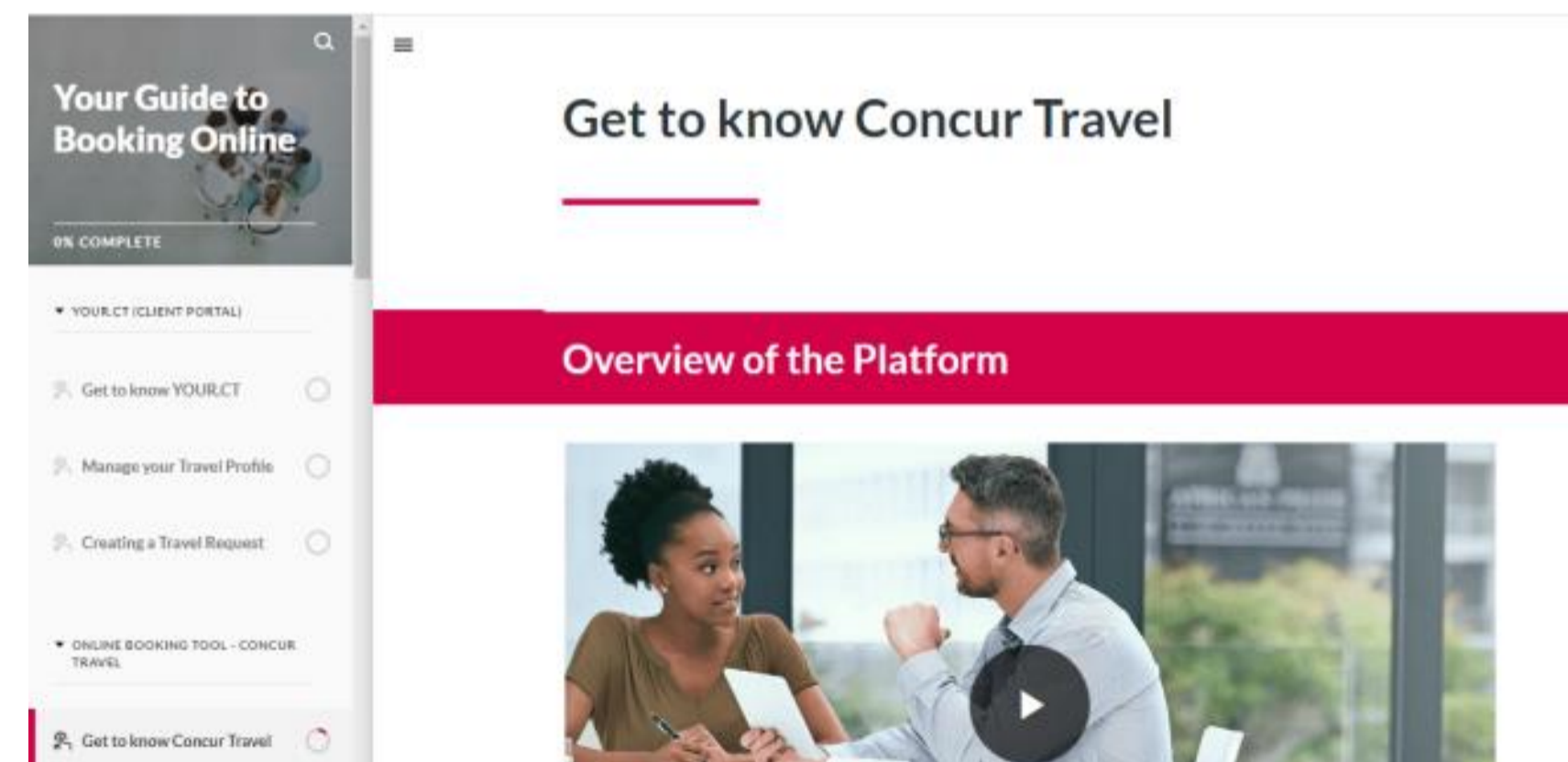
**History/Notes:** Request Created on Tuesday, 10 October 2023 at 10:38 AM South African time by William Never.

- Counter showing the number of trips requiring approval
- List of MY TASKS – i.e., trips requiring approval. Under this section, the user can directly display the trip they want to process
- The approvals menu option will take you to the dedicated approval workspace, where you will be able to view the travel Itinerary as well.
- Please click on either “Approve” – to approve booking, “Reject” – to reject booking

# CONCUR USER GUIDE



- There is an Online booking tool User Guide available on the YourCT page which will give you step by step instructions on how to make a booking on the online booking tool



# CAR CATEGORIES

## Mini 4 Door Car



### Group A - Mini

E.g. Renault Kadjar or similar

The perfect car for getting around town. Although small in size, the cars in this group don't lack in features such as aircon, Bluetooth and power steering. If you're looking for a quick response, this is the group for you. Minimum age: 18

- 5 Seats
- 1 Bag
- 5 Door
- Manual
- Petrol
- Air Con

## Economy 4 Door Car



### Group B - Economy Hatchback

E.g. Volkswagen Polo Plus or similar

The Volkswagen Polo Plus is the perfect travelling companion for holidays and weekend breaks with friends and family. Offering comfort, space and a decent engine, the vehicle will have you reminiscing about the good times in the car. Minimum Age: 18

- 5 Seats
- 2 Bags
- 5 Door
- Manual
- Petrol
- Air Con

## Compact 4 Door Car



### Group C - Compact

E.g. Toyota Corolla Quest or similar

This car is perfect for the family or that extra bit of leg room. For those times, destination or comfortable drive in the office you won't be disappointed with the luggage space in drive. Minimum age: 18

- 5 Seats
- 3 Bags
- 4 Door
- Manual
- Petrol
- Air Con

## Intermediate Crossover



### Group F - Intermediate Hatch

E.g. Volkswagen Tiguan or similar

This group requires 2 payment cards to rent

The spaciousness and beauty of this vehicle will allow you to enjoy the freedom of the open road, along with the security of knowing that everyone's needs are taken care of. If you are looking for a comfortable, medium sized car, this is the car for you. Minimum age: 18

- 5 Seats
- 3 Bags
- 5 Door
- Automatic
- Petrol
- Air Con

## Standard Car



### Group K - Standard SUV 2WD

E.g. Volkswagen Tiguan TSI or similar

This group requires 2 payment cards to rent

Our most increasingly popular group, this group offers you something different from your usual driving experience. A higher ride to see our beautiful country, space for your luggage or for the family, comfort for those long trips or just a quick outing and not too hot under the sun. Minimum age: 18

- 5 Seats
- 4 Bags
- 5 Door
- Automatic
- Petrol
- Air Con

## Full Size Car



### Group I - Premium SUV 4X2

E.g. Toyota Fortuner 4x2 Revised Body or similar

This group requires 2 payment cards to rent

The Fortuner is not just for the South African market, made for the road trip to the desert. The Fortuner is for the open road, off-road and high speed, abundant with a wealth of life. If you are looking for some excitement and luxury then this group is for you. Minimum age: 18

- 5 Seats
- 5 Bags
- 5 Door
- Automatic
- Diesel
- Air Con

## Premium Size Car



### Group N - People Carrier

E.g. Mercedes-Benz Vito or similar

This group requires 2 payment cards to rent

Want to make maximum use of your friends or family? Then this is the vehicle for you. Its spaciousness means business while the space quality control and reliability coupled with great performance and fuel economy. Minimum age: 18

- 8 Seats
- 5 Bags
- 5 Door
- Automatic
- Petrol
- Air Con



 **CORPORATE TRAVELLER™**

**Thank you for your time**

**Nadia Gouws**

**Onboarding Success Manager**

**073 277 7408**

**[nadia.gouws@corporatetraveller.co.za](mailto:nadia.gouws@corporatetraveller.co.za)**