

Booking Travel via the Key Travel online portal



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Booking Travel via the Key Travel online portal (Quick card)

1) Access the system:

The online booking tool is accessible via the Key Travel website <https://www.keytravel.com/uk>

Either log in or if a first time user click "Book Online".

You will need to use your QMUL email address to access the system.

As a first time user some set up by Key Travel will be required so it's advisable to set this up before you need to book any travel.

The screenshot shows the Key Travel website homepage. At the top, the URL <https://www.keytravel.com/uk/> is displayed in the browser's address bar. Below the address bar, there is a navigation bar with a "Log In >" button circled in red on the left and a "BOOK ONLINE >" button circled in red on the right. The main content area features a large banner with the text "Watch our video" and a play button icon. Below the banner, there are three columns of featured content: "HUMANITARIAN TRAVEL" with an image of spices, "EDUCATIONAL TRAVEL" with an image of graduates, and "FAITH TRAVEL" with an image of flowers. At the bottom, there are three sections: "UNIVERSITY OF WESTMINSTER" with the text "Tailoring a 'tricky' travel itinerary.", "IGC International Growth Centre" with the text "Dedicated hotel programme development", and "Village by Village" with the text "Our charity partnership programme with Village by Village". Each of these sections has a "Read more" link. At the very bottom, there are three columns of text: "VISA DATABASE", "LATEST NEWS" (with a sub-heading "Italy: 24 hour national air transport strike planned for Tuesday 21 May"), and "KEY TRAVEL MOBILE APP".

2) Guidance available online

Having logged in there are a number of options, including access to very detailed guidance in the Training Academy.

Welcome Mrs. Janice Trounson [Log out >](#) [020 7843 9600](#) [Travel Enquiry >](#) [Get in Touch >](#) [Europe >](#)

KEY TRAVEL [BOOK ONLINE >](#)

[Home](#) [About Us](#) [Sector Focus](#) [Products and Services](#) [Group Travel](#) [News and Views](#) [Travel Toolkit](#)

My Travel

- [Book Online](#)
- [Profile Manager](#)
- [Training Academy](#)
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WELCOME MRS. JANICE TROUNSON
» Queen Mary University Of London - Finance

[Book Online](#) [Profile Manager](#) [Training Academy](#) [My Contacts](#)

We are Europe's leading travel management company dedicated to serving the travel requirements of the not-for-profit, academic and faith sectors. Our mission is to help organisations maximise the value of their travel budget and manage staff welfare through effective travel solutions.

Watch our video to help familiarise yourself with some useful travel booking tips.

6 Handy Tips For Travel Organisers

Make your Key Travel experience as smooth as possible every time.

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View of the Training Academy:

BOOK YOUR PREFERRED WAY

 BY EMAIL Send your request to your dedicated team and our reservations consultants will get back to you.	 BY TELEPHONE For your more complex trips, speak to our experienced reservations consultant.	 BOOK ONLINE Perfect for simple trips; you can book flights, hotels and rail.
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KNOW HOW

 KT ONLINE	 FLIGHTS	 HOTELS	 UK RAIL	 EUROSTAR	 VISAS
 TRAVELLER PROFILE	 KEY TRAVEL MOBILE APP	 GROUPS	 ANCILLARIES	 BRITISH AIRWAYS ACADEMIC FARES	 VISUAL LEARNING
 FREQUENTLY ASKED QUESTIONS	 ASK US A QUESTION				

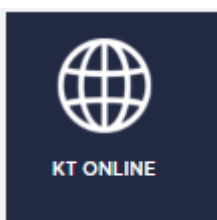
HOT TOPICS

 WHAT'S NEW?	 RISK MANAGEMENT	 DATA MANAGEMENT	 TECHNOLOGY	 COST MANAGEMENT	 SURVEY RESULTS
 TESTIMONIALS	 BOOKING OPTIONS	 ASK US A QUESTION			



- Give your Feedback
- Events
- Out of Hours Emergency support

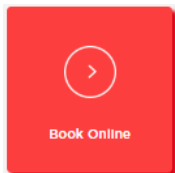
The guidance is very comprehensive with more guides accessible by clicking on the individual options or the “KT Online” box above:



Guidance includes the: KT Full User Guide; how to change and cancel a trip; guidance for approvers and bookers.

3) How to search and select flights and accommodation to create an itinerary:

Once logged in to collate travel options: flights; hotels; trains; Eurostar click on the Book Online button



The screen defaults to flight searches, but the menu to the left of the screen will take you to the other booking options if you are not looking for flights.

Flights

The search tool has options for round trip; one way; multiple stops from the tabs and flexibility to input search criteria such as the number of travellers and the time of travel.

KEY TRAVEL

FLIGHTS SEARCH

Round trip One way Multiple stops

From City or Airport... Previous searches

To City or Airport...

Departure Date Return Date

Departing Arriving Departing Arriving

Anytime Anytime

Travellers 1 Adult 0 children

More search options

FIND FLIGHTS

For instance: a search for flights to Edinburgh for one traveller from Monday 14 Oct returning Friday 18 October (in 4 months time) returns 165 flights options ordered by price ranging from EasyJet at £61.42 through to flights from Flybe and British Airways.

Scroll down to find an appropriate flight.

The filters can be used to narrow the results and provide full flexibility on the travel options.

Search results:

KEY TRAVEL Mrs. Janice Trounson Finance Help

London, GB ⇄ Edinburgh, GB
 Mon, 14 Oct — Fri, 18 Oct 1 traveller(s) **EDIT** 165 FLIGHTS

	easyJet	flybe Flybe	British Airways	
	Standard	Standard	Aca	Stand.
Non-stop	£61.42	£70.03	£103.35	£80.34
1+ Stops	—	£241.25	—	—

Filters: Stops (Non Stop, 1 Stop), Price (£61.42 - £284.25), Airlines (British Airways, easyJet, Flybe), Duration (1h 0m - 14h 30m), Times (Departure from London 06:00 - 22:00, from Edinburgh 06:00 - 22:00), Airports (STN, LTN, EDI), Connection point (BHD), Connection Time (1h 30m - 12h 0m).

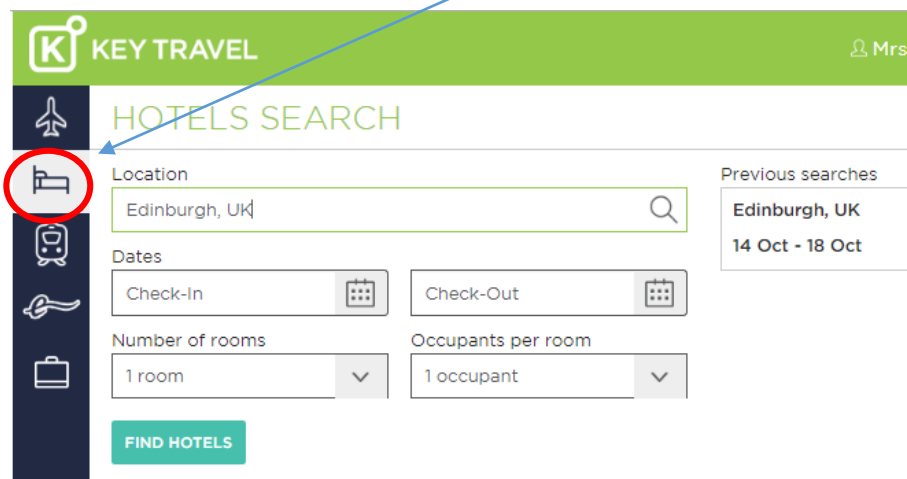
Group by Price: Sort by: **Cheapest**

easyJet easyJet Economy	<input type="checkbox"/> 08:10	STN	direct	EDI	09:25	1h 15m	Alternatives	Details
easyJet easyJet Economy	<input type="checkbox"/> 06:20	EDI	direct	LTN	07:45	1h 25m	Alternatives	Details
Standard	BAGS		Rules	£61.42	ADD TO BASKET			
easyJet easyJet Economy	<input type="checkbox"/> 08:10	STN	direct	EDI	09:25	1h 15m	Alternatives	Details
easyJet easyJet Economy	<input type="checkbox"/> 18:05	EDI	direct	STN	19:30	1h 25m	Alternatives	Details
Standard	BAGS		Rules	£61.42	ADD TO BASKET			
easyJet easyJet Economy	<input type="checkbox"/> 12:25	LTN	direct	EDI	13:40	1h 15m	Alternatives	Details
easyJet easyJet Economy	<input type="checkbox"/> 06:20	EDI	direct	LTN	07:45	1h 25m	Alternatives	Details
Standard	BAGS		Rules	£61.42	ADD TO BASKET			

Once a suitable flight has been identified it can be “added to the basket” to create an itinerary.

Accommodation:

To add accommodation use the bed icon to select the accommodation page and enter the city/hotel



KEY TRAVEL Mrs

HOTELS SEARCH

Location:

Previous searches: **Edinburgh, UK**
14 Oct - 18 Oct

Dates:

Number of rooms:
Occupants per room:

The search for accommodation to Edinburgh for the 4-night trip in October returned 346 hotel options (priced from £9.95 a night to £949.05 a night) with a further 586 options within 2 miles, but again this search can be refined by using the search parameters

Search results:

KEY TRAVEL Mrs. Janice Trounson Finance Help

Edinburgh, UK 4 nights 14 Oct - 18 Oct 1 guest per room (1 room) **346 HOTELS** £9.95 - £949.05 PER NIGHT [VIEW MAP](#)

Radius: 2 Miles

Stars: 5, 4, 3, 2

Total Price (£): 39.8 - 5835.44

Hotel: Name or Brand

Amenities: Wi-Fi, Breakfast, Parking, **Show all**

Payment method: Rates:

There are up to 586 extra hotels in 2 miles radius [Show more](#)

SORT RESULTS BY: Distance: nearest, Star rating, Price

	Travelodge Edinburgh Central Waterloo Place ★★★★★ 3 Waterloo Place, Edinburgh, EH1 3BG, United Kingdom (0.04 mi from reference point)	£241.00 4 night(s) £60.25 avg. per night
	Princes Street Suites ★★★★★ 16 Waterloo Place, Edinburgh, EH1 3EG, United Kingdom (0.06 mi from reference point)	£547.32 4 night(s) £136.83 avg. per night
	The Balmoral Hotel ★★★★★ 1 Princes Street, Edinburgh, EH2 2EQ, United Kingdom (0.06 mi from reference point)	£792.00 4 night(s) £198.00 avg. per night
	Apex Waterloo Place Hotel ★★★★★ 23-27 Waterloo Place, Edinburgh, EH1 3BH, United Kingdom (0.07 mi from reference point)	£530.12 4 night(s) £132.53 avg. per night

You can: view the hotels on a map; read more about the hotel facilities and see photos; read trip advisor reviews; amend the order that they are shown by filtering on star rating, distance, or the amenities available (including accommodation with a full kitchen for those wishing to cook). By clicking on the “show all” arrow the full range of items to filter on is shown.

The price quoted is for the total stay but the average cost per night is also provided.

When the preferred hotel has been found, click on it to see the room options. Make your selection and add this to the basket.

RATES

Room type	Guests	Options	Price
Double Standard Rate Budget More details		× Non-refundable	£241.00 ADD TO BASKET

This map shows the spread of the hotels in the area:

KEY TRAVEL Mrs. Janice Trounson Finance Help

Edinburgh, UK 4 nights 14 Oct - 18 Oct 1 guest per room (1 room) 346 HOTELS £9.95 - £949.05 PER NIGHT

Radius: 2 Miles

Stars: 5, 4, 3, 2

Total Price (£): 39.8 - 5835.44

Hotel: Name or Brand

Amenities: Wi-Fi, Breakfast, Parking

Hide: Breakfast Buffet, Breakfast for 1, Breakfast for 2, Continental Breakfast, Continental

Map Satellite

SHOW RATES

There are up to 586 extra hotels in 2 miles radius Show more

SORT RESULTS BY: Distance: nearest Star rating Price

Travelodge Edinburgh Central Waterloo Place £241.00 4 night(s) £60.25

You can zoom in further to see exactly where the hotel is:

KEY TRAVEL Mrs. Janice Trounson Finance Help

Edinburgh, UK 4 nights 14 Oct - 18 Oct 1 guest per room (1 room) 346 HOTELS £9.95 - £949.05 PER NIGHT

Radius: 2 Miles

Stars: 5, 4, 3, 2

Total Price (£): 39.8 - 5835.44

Hotel: Name or Brand

Amenities: Wi-Fi, Breakfast, Parking

Map Satellite

SHOW RATES

There are up to 586 extra hotels in 2 miles radius Show more

Zoom in (+) Zoom out (-)

4) Viewing basket and checking out

A view of the basket (click on the trolley image bottom left of the screen) will show all the selections: hotels and flights etc

The screenshot shows the Key Travel website interface. At the top, the user is logged in as Ms. Helen McLurg. The search criteria are Edinburgh, GB, 4 nights, 14 Oct - 18 Oct, 1 guest per room (1 room). The results show 110 hotels, with a price range of £57.60 - £298.47 per night. The selected hotel is Premier Inn Edinburgh Royal Mile, a 4-star property located at East Market Street, Edinburgh, England. The property description highlights its location on a prestigious street and its modern amenities, including a 40" flat screen TV and contemporary dining at Thyme. A red circle highlights the trolley icon in the bottom left corner of the hotel card, which is labeled 'HIDE' and has a '2' next to it, indicating two items in the basket. Below the hotel card, the 'BASKET' section is visible, containing two items: an easyJet flight (London, GB (STN) to Edinburgh, GB (EDI) on Mon, 14 Oct and Edinburgh, GB (EDI) to London, GB (LTN) on Fri, 18 Oct) for £61.42, and a Premier Inn Edinburgh Royal Mile hotel stay (1 room, 4 nights) for £264.50. At the bottom of the page, there are buttons for 'ADD A HOTEL', 'ADD A FLIGHT', 'ADD A TRAIN', 'SAVE QUOTE', 'SEND QUOTE', and 'BOOK OR HOLD'.

At this point the options presented are to “save quote”; “send quote” or “book or hold”

Please select “**send quote**” to enable the booking to be shared with the local requisitioner who can raise Agresso purchase orders and complete the booking.

Selecting send quote gives the following screen:

KEY TRAVEL Mrs. Janice Trounson Finance Help

TRIP TO EDINBURGH | ID:905536 Quote
All prices are subject to price fluctuations until ticket issue

BOOK or HOLD verify share print cancel trip

SHARE
To share this itinerary as 'read only', please search for a user/s or enter the name or email address of the person/s you wish to send it to

Enter a cover note here if you would like to explain the options

Search users + h.mclurg@qmul.ac.uk

SEND CANCEL

1. (Adult) Traveller information: ▲ Incomplete

London → Edinburgh → London		1 seat	Mon, 14 Oct - Fri, 18 Oct	
Mon, 14 Oct	STN → EDI	1h 15m	95.6kg CO ₂ e	317 mi
Depart: Mon, 08:10	Stansted Airport (STN), GB		easyJet - U2231	
Arrive: Mon, 09:25	Edinburgh Airport (EDI), GB		(Economy)	
Fri, 18 Oct	EDI → LTN	1h 25m	144.6kg CO ₂ e	306 mi

Important: In the notes box please include the budget code that the trip is to be charged to and a note detailing the purpose of the trip – this will be needed for the purchase order to be raised.

Use the “search users” box to find the relevant administrator who raises purchase orders in the school and then the add button to include their email in the send to box on the right

At this stage the traveller information should be added, by clicking on the pencil icon. Passport details maybe required depending on the booking. It is important to ensure the name is correct and as per travel documents:

1. (Adult)
Traveller information: ▲ Incomplete

Search for traveller profile

🔍

Clear details

Title <input style="width: 95%; border: 1px solid #ccc;" type="text" value="---"/>	First name <input style="width: 95%; border: 1px solid #ccc;" type="text"/>	Middle name(optional) <input style="width: 95%; border: 1px solid #ccc;" type="text"/>	Surname <input style="width: 95%; border: 1px solid #ccc;" type="text"/>
Email Address <input style="width: 95%; border: 1px solid #ccc;" type="text"/>	Mobile phone number <input style="width: 95%; border: 1px solid #ccc;" type="text" value="---"/>	Known traveller <input style="width: 95%; border: 1px solid #ccc;" type="text"/>	Redress number <input style="width: 95%; border: 1px solid #ccc;" type="text"/>

▲ Travellers name must match the name on their passport

Airline 🕒

Frequent Flyer Number

ADD

SAVE

CANCEL

At this stage the booking will look something like this with the budget code; trip description and traveller information complete. **The next stage is to “send” the booking quote.** (note if there are others travelling the itinerary can be “shared”)



TRIP TO EDINBURGH | ID:908106

Quote

All prices are subject to price fluctuations until ticket issue

verify

VERIFY

To request the traveller/s to select an option and/or provide comments, please search for or enter the name or email address of the person/s you wish to send it to

No verification requests have been sent for this trip yet

Budget code FINxxxxx
Annual BUFDG Finance Directors conference

send a copy for reference (cc)

1. Mrs Janice Trounson
 Traveller information: **Complete**

London → Edinburgh → London		1 seat	Mon, 14 Oct - Fri, 18 Oct	
Mon, 14 Oct	STN → EDI	1h 15m	95.6kg CO ₂ e	317 mi
Depart: Mon, 08:10	Stansted Airport (STN), GB		easyJet - U2231	
Arrive: Mon, 09:25	Edinburgh Airport (EDI), GB		(Economy)	
Fri, 18 Oct	EDI → LTN	1h 25m	144.6kg CO ₂ e	306 mi
Depart: Fri, 06:20	Edinburgh Airport (EDI), GB		easyJet - U212	
Arrive: Fri, 07:45	London Luton Airport (LTN), GB		(Economy)	
Quote	Rules	Standard Fare	<input type="button" value="X"/>	£61.42

Travelodge Edinburgh Central Waterloo Place		Mon, 14 Oct - Fri, 18 Oct	
Edinburgh	★★★★★		
Check-in: Mon, 14 Oct	3 Waterloo Place	4 nights	1 room 1 guest per room
Checkout: Fri, 18 Oct		Double	
Quote	Budget*	X non-refundable	Standard Rate
			£241.00

Total £302.42

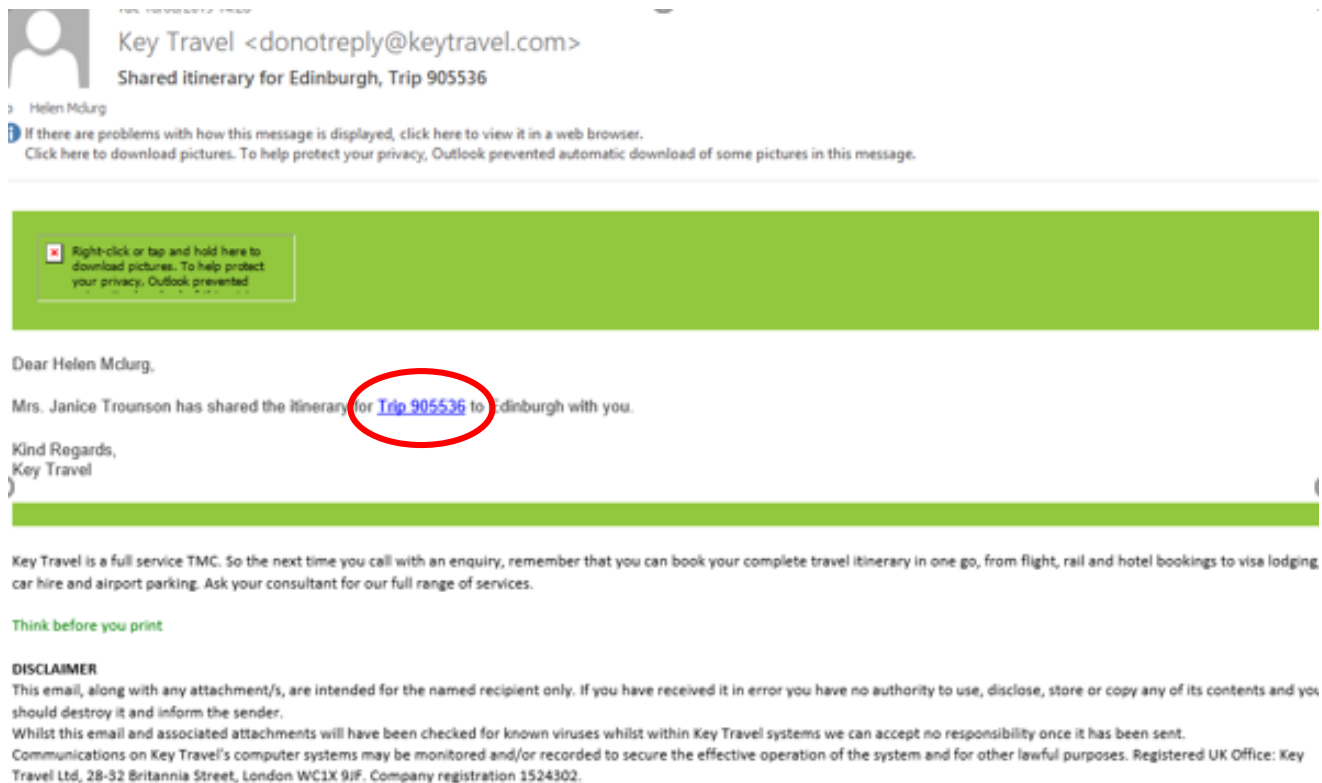
*Taxes and services fees may be charged locally

Created by: Janice Trounson 19/06/2019



5) Obtaining the purchase order

Having sent the booking, to the local administrator who raises purchase orders, this individual will receive an email from Key Travel alerting them to the quote with a link to log into the Key Travel website. They can log in and review the quote.



If there are no issues with the booking from a budget perspective the requisitioner will raise a purchase order in the finance system Agresso and press “book”. The trip ID and description of the trip should be used in the purchase order narrative ie Annual BUFDG Finance Directors Conference in Edinburgh October 2019 and the budget code picked up from the booking information provided by the traveller.

KEY TRAVEL Ms. Helen Mclurg Geography Help

CHECKOUT

This Trip has been saved as a quote: Trip ID: 905536

TRAVELLERS

1. Mrs Janice Trounson Complete

Send travel documentation

Book

ADD HOLD LUGGAGE

PAYMENT CODES

Purchase Order ?

IMPORTANT INFORMATION

Please check your traveller's passport meets entry requirements for all countries visited and any applicable visas are obtained.

Please visit our [Visa and passport services](#).

Upon confirmation, it is important the traveller has all relevant tickets, vouchers and reference numbers for the trip.

By selecting 'Confirm' you are agreeing to Key Travel's [terms and conditions](#) along with the conditions specified in the itinerary.

Please ensure travellers names are spelt exactly as per their passport

CONFIRM CANCEL

ITINERARY

London → Edinburgh → London

1 seat Mon, 14 Oct - Fri, 18 Oct

Mon, 14 Oct	STN → EDI	1h 15m	95.6kg CO ₂ e
Depart: Mon, 08:10	Stansted Airport (STN), GB		
Arrive: Mon, 09:25	Edinburgh Airport (EDI), GB		
	easyJet - U2231 (Economy)		
Fri, 18 Oct	EDI → LTN	1h 25m	144.6kg CO ₂ e
Depart: Fri, 06:20	Edinburgh Airport (EDI), GB		
Arrive: Fri, 07:45	London Luton Airport (LTN), GB		
	easyJet - U212 (Economy)		

Quote	Rules Standard Fare	£61.42
	Airfare:	£32.42
	Airline taxes & fees:	£28.00
	Booking Fee: (£3.00 per person)	£3.00

Premier Inn Edinburgh Royal Mile

Edinburgh ★★★★★
Mon, 14 Oct - Fri, 18 Oct

Check-in:	Mon, 14 Oct	4 nights
Checkout:	Fri, 18 Oct	1 room
		1 guest per room
East Market Street Edinburgh Edinburgh		Double

Quote	Budget* Standard Rate	£264.50
	Room cost:	£264.50
	Hotel taxes & fees*	£0.00
	Booking fee:	£0.00
	VAT:	£0.00

Pay now: **£325.92**

Pay on collect / to supplier: **£0.00**

Total: £325.92

*Taxes and services fees may be charged locally

At this stage the purchase order number needs to be added into the relevant box and the booking confirmed.

6) Payment

Key travel will invoice QMUL and send this directly to the Accounts Payable team in finance. The invoice from Key Travel will quote the PO and this will be processed. Requisitioners should "goods receipt" the purchase order in the usual way to enable QMUL to settle the invoice.

There are no costs for the traveller to pay personally in relation to the travel costs and consequently no expense claim to submit. QMUL will make payment directly. Booking online with Key Travel is the most cost effective method with no booking fees for accommodation and £3 for flights.

7) Viewing and cancelling quotes

Quotes and bookings can be viewed in the trip screen by clicking on the suitcase icon in the menu bar

KEY TRAVEL Mrs. Janice Trounson Finance Help

TRIPS

Search by: Trip ID or Trainline Reference Traveller Location: city, hotel...

Filter by: Trip Status All Date range From To Include past trips

Trip Status	Trip ID	Travellers	Travel date	Itinerary	Products	Current stage	Trip cost
Quote	905536	1 Janice Trounson	14/10/2019	Edinburgh - Premier Inn Edinburgh Royal Mile			£325.92
			14/10/2019	London ↔ Edinburgh			

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Double clicking on the quote or trip will bring up the full itinerary details and enable this to be cancelled.

Please note: there may be costs incurred for cancelling trips, but this will depend on the nature of the booking.



TRIP TO EDINBURGH | ID:908106

Quote

All prices are subject to price fluctuations until ticket issue



BOOK or HOLD



verify



share



print



cancel trip



VERIFY

To request the traveller/s to select an option and/or provide comments, please search for or enter the name or email address of the person/s you wish to send it to

No verification requests have been sent for this trip yet

Clear recipients

Budget code FINxxxxx
Annual BUFDG Finance Directors conference

Search users

send a copy for reference (cc)

helen mcclurg

SEND

CANCEL

1. Mrs Janice Trounson

Traveller information: Complete



London → Edinburgh → London

1 seat

Mon, 14 Oct - Fri, 18 Oct

Mon, 14 Oct	STN → EDI	1h 15m	95.6kg CO ₂ e	317 mi
Depart: Mon, 08:10	Stansted Airport (STN), GB		easyJet - U2231	
Arrive: Mon, 09:25	Edinburgh Airport (EDI), GB		(Economy)	
Fri, 18 Oct	EDI → LTN	1h 25m	144.6kg CO ₂ e	308 mi
Depart: Fri, 06:20	Edinburgh Airport (EDI), GB		easyJet - U212	
Arrive: Fri, 07:45	London Luton Airport (LTN), GB		(Economy)	

Quote



Rules

Standard Fare



£61.42



Travelodge Edinburgh Central Waterloo Place

Edinburgh ★★★★★

Mon, 14 Oct - Fri, 18 Oct

Check-in: Mon, 14 Oct	4 nights	
Checkout: Fri, 18 Oct	1 room	1 guest per room
3 Waterloo Place	Double	

Quote



Budget*

non-refundable

Standard Rate

£241.00

Total **£302.42**

*Taxes and services fees may be charged locally

Created by: Janice Trounson 19/06/2019



TRIP TO EDINBURGH | ID:905536

Quote

All prices are subject to price fluctuations until ticket issue

verify

There is no charge for cancelling this trip, are you sure you wish to continue ?

1. Mrs Janice Trounson Traveller information: Complete



TRIP | ID:905536

Cancelled

All prices are subject to price fluctuations until ticket issue

This trip has been successfully cancelled!

1. Mrs Janice Trounson Traveller information: Complete

Total £0.00

*Taxes and services fees may be charged locally

Created by: Janice Trounson 18/06/2019
 Last edited by: Helen Mclurg (Key Travel) 18/06/2019