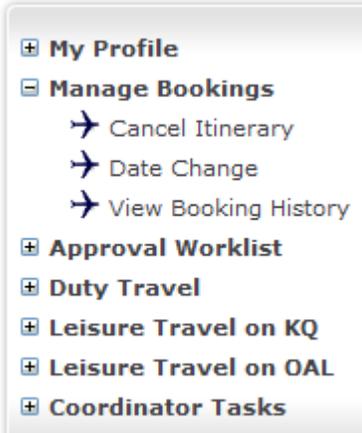
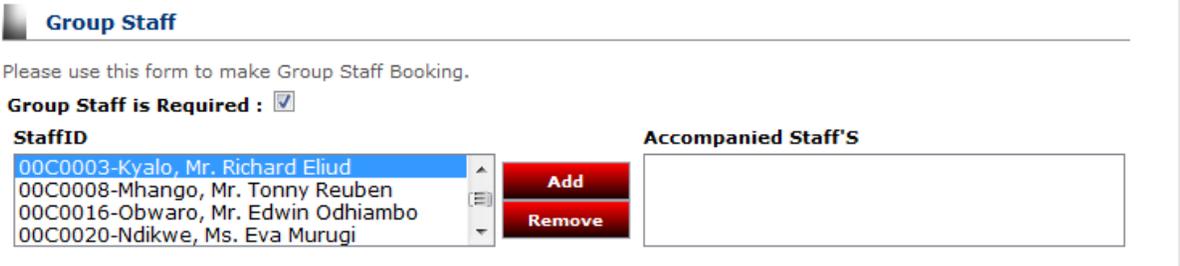


Question	Answer
Tickets issued before iSafari Go Live	<p>Ticket issuance follows previous iPride Process : Ticket at Sales office</p> <p>Ensure you contact sales office for your details to be correctly updated (SK element). This should be done before proceeding for check-in.</p>
Password Related	
I tried to log in and the system locked me out	<p>System auto locks after 3 wrongs attempts After 30 minutes you may attempt again to log-in</p> <p>Refer to forgot password to help in reminding.</p>
Locked-out from system	<p>The system allows for another attempt after 30 mintes.</p> <p>If password is forgotten,</p> <p>Select 'Forgot Password' and follow-process</p>
Log-in to iSafari	Type the Password and not copy-paste to avoid picking unwanted characters.
Error messages	
NO FARES/RBD/CARRIER/PASSANGER ERROR	<p>Translation : The Booking class is full</p> <p>Solution : Select another flight and/or date</p>
NHP CONDITIONS	<p>Translation : The system is unable to process your application at the moment</p> <p>Solution : Try after some time</p>
NEED ITINERARY	<p>Passenger details such as Passport No, Email, telephone number is not updated in system</p> <p>Solution : Check personal details and update on ERP/ipride</p>
"One way fare not available. Please request return booking"	<p>One way fares are not filed or Available for rebate bookings on some destinations.</p> <p>If there are no one-way fares available, you will need to process a return tkt on iSafari and advice sales to cancel the sector/s not necessary.</p>
"Your E-Ticket has been processed. But unable to issue ticket. Please contact Staff Travel	Send the PNR to CallCenter@kenya-airways.com or staffTravel@kenya-airways.com . A ticket will be sent to the applicant's mail box.

Policy Related	
What is PSN	<p>Passenger Service Number.</p> <p>Each staff (Active, retired, or consultant a unique PSN code)</p> <p>On iSafari – the drivers are</p> <ol style="list-style-type: none"> 1) Priority (Must go, Firm booking and Sub load category) 1) Fare Basis (Duty Travel v/s Leisure rebate ID categories) 2) Staff Category (by Grade) 3) Date of Employment (years of service)
Usefulness of PSN	<p>PSN codes give each traveler a priority rating depending on type of ID ticket purchased, designation and Urgency to travel.</p> <p>The translation is picked by the airport check-in system and guides acceptance criteria.</p>
Does first come first served apply	<p>No.</p> <p>The Priority ratings follow 4 categories:</p> <ol style="list-style-type: none"> 1) Priority (Must go, Firm booking and Sub load category) 1) Fare Basis (Duty Travel v/s Leisure rebate ID categories) 2) Staff Category (by Grade) 3) Date of Employment (years of service)
Eligibility to upgrade when travelling on leisure	<p>Every staff has a privilege to an upgrade.</p> <p>An acceptance criterion to Upgrade follows the set priority criteria.</p> <p>As per HR policy, a code of conduct and dressing is required. Refer to Chapter 10</p>
Is ID50 a firm ticket? If I have an ID50 ticket can I be offloaded/refused check-in on a flight?	<p>It is a Firm ticket. Since it is a rebate ticket, the traveler can be offloaded</p>
What is the HR Policy on Duty Travel	<p>You can read about HQ policy on Company Manuals: Human Resource Policy Manual (HRM), current version no. 6</p>
Out of Office and approval management	<p>The cost center owner should delegate through normal process on ERP (iPride). Requests on iSafari will follow the approvers set on ERP.</p>
Due of Care given by Kenya Airways for Rebate travelers	<p>If a flight has not departed the station of Embarkation, there is no duty of care. However, if the flight departs and for any reason is diverted to another station, Kenya Airways will provide due of care for all passengers, including rebated guests.</p>
Application Process Related	
I am not viewing a flight on the list?	<p>The flight is not operating on that day or Check-in for flight is closed</p>
About Embargo	<p>An Embargo means it is not allowed to travel or book cargo for a specific destination within a specified time.</p> <p>When an Embargo is updated by Revenue Management for either Cargo or passenger travel, booking will be inhibited.</p>

<p>What is a ZED fare</p>	<p>ZED fare is based on mileage. Each mile has a fare. When purchasing a ZED ticket Example of a ZED ticket purchase on Emirates (EK) for a travel of Nairobi to Emirates: Mileage is 2,200 miles Cost is USD 64</p>
<p>Cancelling your travel</p>	<p>You cancel your itinerary and ticket from 'Manage Bookings section'</p> 
<p>Is it possible to include other colleagues travelling with me on a single application?</p>	<p>On the Duty travel booking section, select Group staff required. Place cursor inside the list and type staff number of a group member. To select a group member, click Add <u>Note:</u> Each member of the group will need to self ticket once their request for Duty Travel is approved.</p>
	
<p>Eligibility for Business class Cabin by grade/position</p>	<p>Directors hold firm business class bookings. Head of Departments hold firm business class bookings but subject to downgrading if business cabin is full. All other staff are confirmed on Economy class BUT upgradable subject to seat availability. Refer to PHM Chapter 10.5</p>
<p>Who qualifies to be booked under Consultant duty Travel</p>	<p>This is any non-KQ staff that is contracted by KQ and requires travel on KQ flights.</p>

Travel related	
About Payload	<p>Payload is a term used to indicate imbalance on the aircraft weight.</p> <p>To balance an aircraft, passengers, luggage or even cargo may be offloaded to ensure there is adequate weight for take-off and landing of an aircraft.</p> <p>It is possible for an operating aircraft to take-off with un-occupied seats to ensure aircraft balance</p>
My child is 22 yrs, can she travel?	<p>Maximum age for dependant's travel is 19 years. Between 19 and 24. Students with supporting documents of educational institution are allowed to travel once their details are updated in HR records.</p>
How will I know if the flight I booked has been cancelled	<p>If a flight is cancelled, this means it is no longer on the reservation system and hence the flight will not list on the menu.</p> <p>Call center informs all guests booked on a flight including rebate bookings.</p>
About Cancelling a booking	<p>This functionality is not active</p> <p>You will be directed to contact Staff Travel Helpdesk for cancellation. stafftravel@kenya-airways.com / Ext 4288/89.</p> <p>Help is also available at the sales offices or call center.</p>
Duty Travel booking on Waitlist/Stand-by booking	<p>The fares set-aside for duty travel on a flight are limited. Therefore a duty traveler may be on waitlist which requires manual intervention by sales office.</p>
System Related	
I tried to log in and the system locked me out	<p>System auto locks after 3 wrongs attempts</p> <p>After 30 minutes you may attempt again to log-in</p> <p>Refer to forgot password to help in reminding.</p>
Need to Raise issue on iSafari Usage	<p>Get 24 hours Support for iSafari from IS Service desk</p> <p>IS.CustomerServiceDesk@kenya-airways.com</p> <p>+254 (0)736 500 381 / Ext 2132</p> <p>*A Screen shot of error message or a description of the concern is necessary for IS to support you effectively</p>
Retiree support	
Retiree Access	<p>On the KQ website, all users will be able to access iSafari. Retiree information needs to be updated on ERP for them to access iSafari</p>
How will retirees get to learn about iSafari	<p>Refer to Tutorials on iSafari Home Page</p> <p>Retired Staff Guide Available on Log-in page of iSafari (Bottom section of page)</p>
Coordinators	
Who is a coordinator	<p>Some department will have a specific person appointed to</p>

	raise tickets on behalf of specific staff. All approvers will receive record of all approval a coordinator has made.
iSafari Champions	
How can I know the champions in my department to seek clarity on something I am unable to work-through on iSafari System	*This is visible to Active Staff only on 'KQ Intranet'
	
DTA (Duty Travel Allowance)	
About DTA	The application once approved by manager is queued on ERP (Finance Departments View) You may collect your cheque from Finance within 07 working days. Note: DTA should be approved before departure date on intended itinerary.
Cancelling DTA	You must cancel your travel application and inform Finance (Payroll) to cancel DTA processing.
DTA Reconciliation	Follow-process as currently guided by Finance.
CARGO	
Freight Rebate Information	It is an ID 90 rebate category on the freight charges. Cargo rebate is based on Kilos up to 200 Kilos. The Weight may be redeemed in smaller quantities within one financial year. Freight Rebate is applicable for Active Staff
VISA	
Visa options	It is possible to apply for multiple entry visa Your Supervisor should be aware of this arrangement.
Using Debit Card to pay	Most countries discourage use of debit card to pay due to the risk involved. The risk of 'insufficient funds' may not be detected at point of goods/services purchase. A credit card is the most recommended form of payment in most countries.
Recommended way to handle Visa travel and ID 00	It is best to process visa application first. All PNR's (bookings) have a ticket time limit-TTL. Ensure to pay in good time. A ticket is valid for 3 months and you can plan for your travel and change

	itinerary within the time limits.
Payment by Mobile Money Services Mpesa or ZAP	
Have a booking made but unable to proceed to pay	This means the connection to interface to money transfers is temporarily out of service. <u>Manual intervention applies</u> 1. Send PNR through your mobile phone to the pay-bill numbers of the mobile company. 2. The PNR will shoot through to sales offices and a ticket will be generated and sent to your inbox immediately.
Payment by Mobile Money Services Mpesa or Airtel Money	
Credit card Transaction costs	For ID00, the buyer incurs cost on transaction. There is therefore a 3% transaction cost for credit card payment for ID00 tickets.
Medical Insurance	
Medical insurance requirements	Information is available from the different Embassy websites. It is important to find out about destinations that require visitors to have taken medical insurance.
Medical Insurance process	Once travel application is approved. A notification is sent back to the applicant. KQ Doctors will contact you once process is complete with insurer Doctors.kq@kenya-airways.com Note: This applies only to Duty Travel. For leisure Travel, personal arrangement on the part of the traveler is required.
Visa or medical insurance letter collection	Visa letter is collected at HR support office or your country office. Medical Insurance details letter is sent to your email.
REFUNDS	
Refund Process	<ol style="list-style-type: none"> 1. Apply for refund on iSafari 2. Write an email to staff travel for refund processing. 3. Once refund is processed it is paid direct to credit, debit card or pick a cheque from payroll 4. For refund requiring payment at pay-roll service. You collect at Payroll with 07 working days. 5. Contact to payroll is payroll@kenya-airways.com
Travel On Other Airline (OAL)	
How Can I know what is required as dress code and decorum for travel on other airlines	Log-on to www.flyzed.info and search for an airline you would like to travel on
ZED fare	It means Zonal Employee Discount
ZED agreements	MYID – the rebate traveler can connect to MYID system

	<p>and issue ticket on their ticket stock/other airline document</p> <p>IET – Ticket is issued on KQ Document/stock for travel on other airline travel</p> <p>There are airlines that don't belong to IET and MYID. For such airlines bilateral agreements are made. An IATA letter is issued for airlines under this category</p>
What is an IATA letter	<p>This is a standard letter issued to other airlines requesting for a rebate traveler to be allowed for duty travel. The letter may be picked from Staff Travel stafftravel@kenya-airways.com</p>
Where to GET ZED (Zonal Fare Letter)	<p>Once applied for on iSafari under OAL-Other Airline, a ZED authorization letter will be sent to your email for you to print and present sales office for ticketing.</p>
MYID Travel	
The Priority Categories	<p>R1 = Leisure on Firm Booking R2 = Leisure on Subload/waitlist : This is the approved category</p>
Eligibility for MYID	<p>All staff either Active or Retired are eligible to use MYID for Leisure Travel bookings. *Duty Travel is not used</p>
KLM Not in MYID TRAVEL. How to Book for KLM Travel	<p>MYIDTRAVEL is an agreement that airlines sign to allow airline staff to benefit from travelling for airlines in MYID agreement. KLM is among the airlines not in the agreement. KLM bookings are availed through IATA letters or ZED Travel on iSafari Menu</p>
Consultant Bookings	
Handling GHA/GSA bookings	<p>Process should be done out-side iSafari system. The only non-staff avenue available is for 3rd party/Consultant ticket issuance.</p>

Note: FAQ are subject to amendment and/or correction.