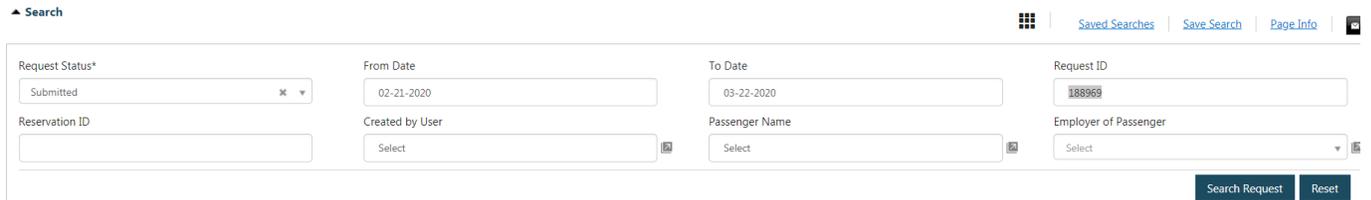


1. Please make sure you have the search section set up with the following search fields. These fields will help you search by badge number, reservation/requester number, correct date range and will also provide with a list of reservations.



Search

Request Status\* Submitted x

From Date 02-21-2020

To Date 03-22-2020

Request ID 188966

Reservation ID

Created by User Select

Passenger Name Select

Employer of Passenger Select

Search Request Reset

2. How to find a badge number if you cannot find the person you are looking for by first/last name
  - Click on the arrow to the right
  - Add badge number under identification number (note it needs to be 8 numbers, ex. 00123456)
  - Make sure you **delete** the company code
  - Search
  - Check that the name is correct
  - Add & close
  - Search request

Passenger Name

Select 

Search

User ID

Employer Code Select

Identification Number 00

Passport

First Name

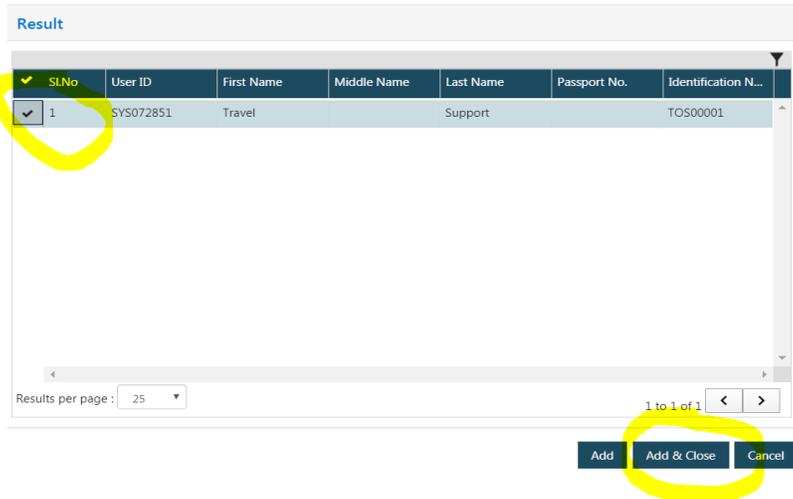
Last Name

User Type Select

User Category Select

Company Structure Select

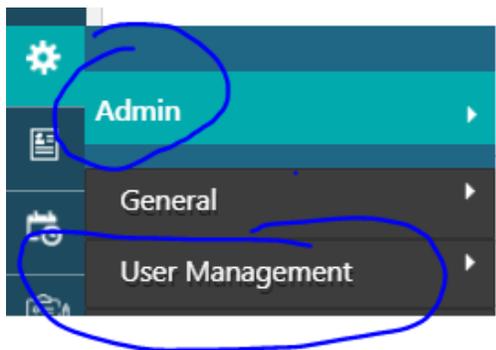
Search Reset



**3. Confirm you have the correct vendor number in your profile or the profiles of your workers.**

- Admin
- User Management
- User
- Add badge number or name
- Search
- Highlight name
- Edit
- Under Employer, you will find the vendor number.

**Note:** you can only see and book reservation under your vendor number.



User

Search

User Transfers | Saved Searches | Save Search | Page Info

User ID:  Employee ID:  Name:  First Name:  Last Name:

Employer Code:  User Category:  User Type:  Created By Company Code:  User Status:

SI No	Employer Code	User ID	First Name	Last Name	Name	User Type	User Category	Status
1	SUNCOR	SYS072851	Travel	Support	Support Travel	Pax	Permanent	Active

Personnel Details | Identification Details | General Details | Address Information | Preferences & De

**Employer\***

SUNCOR

- Add a second leg, when adding days to a lodge (date extension only when they have checked into the lodge)
  - When extending a lodge stay you need to add an extra leg
  - You must fill out the required fields Destination (MUST BE REGION)
  - Departure date (add the day of check out of the original reservation, and make sure the time is bumped 3 hours)
  - Arrival date is the new check out date
  - Add camp
  - Add shift
  - Note – add “stay extension.” This will help the lodge coordinators so they are aware of the extension.
  - Submit

Trip Plan | 2 Passengers \* | 3 Review And Book | Cost: 0.00 CAD | Add Remarks | Page Info | Save as Draft | Submit

Apply Common Details

Passenger Name	User ID	Route	Sponsor Company Structure	Travel Priority	Cost Object	Reservation Status	Remarks	Options	
BENOIT ANDRE	SYS002590	Fort Hills							
		Origin: Fort Hills	Destination: Fort Hills	Departure/Checkin Date and...: 02-19-2020 05:00	Arrival/Checkout Date and...: 02-25-2020 04:00	Travel Mode/Type Of Stay: CAMP	Preferred Trip...	PNR	Shift

1 Trip Plan    2 Passengers \*    3 Review And Book    Cost: 0.00 CAD    Add Remarks    Page Info    Save as Draft    Submit

Apply Common Details

Passenger Name	User ID	Route	Sponsor Company Structure	Travel Priority	Cost Object	Reservation Status	Remarks	Options	Shift
BENOIT ANDRE	SYS002590	Fort Hills						✈️ 🏠 🗑️	
		Origin: Fort Hills	Destination: Fort Hills	Departure/Checkin Date: 02-19-2020 05:00	Arrival/Checkout Date: 02-25-2020 04:00	Travel Mode/Type Of Stay: CAMP			

Apply Common Details

Passenger Name	User ID	Route	Sponsor Company Structure	Travel Priority	Cost Object	Reservation Status	Remarks	Options	Shift
BENOIT ANDRE	SYS002590	Fort Hills						✈️ 🏠 🗑️	
		Origin: Fort Hills	Destination: Fort Hills	Departure/Checkin Date: 02-19-2020 05:00	Arrival/Checkout Date: 02-25-2020 04:00	Travel Mode/Type Of Stay: CAMP			
				02-21-2020 15:50	02-21-2020 15:51				

Select  
for  
Fort Hills/Fort Hills(L)

1 Trip Plan    2 Passengers \*    3 Review And Book    Cost: 0.00 CAD    Add Remarks    Page Info    Save as Draft    Submit

Apply Common Details

Passenger Name	User ID	Route	Sponsor Company Structure	Travel Priority	C...	Reservation Status	Remarks
BENOIT ANDRE	SYS002590	Fort Hills+Fort Hills					
		Destination: Fort Hills	Departure/Checkin Date: 02-19-2020 05:00	Arrival/Checkout Date: 02-25-2020 04:00	Travel Mode/Type Of Stay: CAMP		
		Fort Hills	02-25-2020 08:00	02-28-2020 04:00	CAMP		

1 Trip Plan    2 Passengers \*    3 Review And Book    Cost: 0.00 CAD    Add Remarks    Page Info    Save as Draft    Submit

Apply Common Details

Passenger Name	User ID	Route	Sponsor Company Structure	Travel Priority	C...	Reservation Status	Remarks		
BENOIT ANDRE	SYS002590	Fort Hills+Fort Hills							
		Date an...	Arrival/Checkout Date and ...	Travel Mode/Type Of Stay	Preferred Trip...	PNR	Shift	Preferences	Allocation Det...
			02-25-2020 04:00	CAMP			Day	+	ⓘ
			02-21-2020 04:00	CAMP			Select	+	ⓘ

Passenger Name	User ID	Route	Sponsor Company Structure	Travel Priority	C	Reservation Status	Rem		
✓ BENOIT ANDRE	SYS002590	Fort Hills+Fort Hills							
ip...	PNR	Shift	Preferences	Allocation Det...	Pick up/Drop ...	Remarks ...	Status	No ...	Service Provider
✓			+	3	+				
			+	3	+				

×

Save
Cancel

5. Make sure you onboard the passenger and receive a badge number prior to booking.  
Note: iLogistics feeds off SAP, so if the passenger is not in SAP you will not find them in iLogistics.
6. Travel portal – As a travel coordinator you can go in and unlock/reset a password. (see QRG Unlock User in iLogistics)
7. Flight cut off
  - New flight requests for day of or next day will require the form filled out and sent into Travel Services at [mytravel@suncor.com](mailto:mytravel@suncor.com)
  - Only time you would reach out to flight following directly is when you have a GO SHOW (please fill out the go show form with ALL sections filled out to prevent delays <https://sunlink.suncor.com/travel/portal>) **NOTE: this is 90 min prior to departure.**
8. WestJet – not receiving check-in email (add documentation and WestJet.com documentation)
9. No timing restrictions on the creation, modification or cancellation of Lodge ONLY requests.
10. Travel Coordinator contacts

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Please reach out to one of the following for all Forecasting questions:

- Base Plant forecasting at [BPF@suncor.com](mailto:BPF@suncor.com)
- Fort Hill forecasting at [FHF@suncor.com](mailto:FHF@suncor.com)
- Firebag forecasting at [FBF@suncor.com](mailto:FBF@suncor.com)

### O&I Contacts:

Randy Compton at [rcompton@suncor.com](mailto:rcompton@suncor.com) or Jenny Hancott at [jhancott@suncor.com](mailto:jhancott@suncor.com) (For Base Plant and Firebag)

Field Logistics Integration FH at [FieldlogisticsIntegr@suncor.com](mailto:FieldlogisticsIntegr@suncor.com) (For Fort Hills)

Travel Services at [mytravel@suncor.com](mailto:mytravel@suncor.com) (For all reservation related questions)

Onboarding – Regional coordinator

Travel Support at [travelsupport@suncor.com](mailto:travelsupport@suncor.com) (For all tool related questions/issues)

Client Support at [CLIENTSUPPORT@suncor.com](mailto:CLIENTSUPPORT@suncor.com) (For all system related issues)

To find more Travel Coordinator Resources please go to <https://sunlink.suncor.com/travel/portal>