

 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			 Saved Searches Save Search Page Info	2
Request Status*	From Date	To Date	Request ID	
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Reservation ID	Created by User	Passenger Name	Employer of Passenger	
	Select	Select Select	Select	•
			Search Request Res	et

- 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

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 Results per page:
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- **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.





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- 4. 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

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Top 10 iLogistics Tips

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- 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.
- 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
 - 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 <u>https://sunlink.suncor.com/travel/portal</u>) 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



Top 10 iLogistics Tips

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

- Base Plant forecasting at <u>BPF@suncor.com</u>
- Fort Hill forecasting at <u>FHF@suncor.com</u>
- Firebag forecasting at <u>FBF@suncor.com</u>

O&I Contacts:

Randy Compton at <u>rcompton@suncor.com</u> or Jenny Hancott at <u>jhancott@suncor.com</u> (For Base Plant and Firebag)

Field Logistics Integration FH at FieldlogisticsIntegr@suncor.com (For Fort Hills)

Travel Services at <u>mytravel@suncor.com</u> (For all reservation related questions)

Onboarding – Regional coordinator

Travel Support at <u>travelsupport@suncor.com</u> (For all tool related questions/issues)

Client Support at <u>CLIENTSUPPORT@suncor.com</u> (For all system related issues)

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