



## Sabre Virtually There™

Government of Canada travellers who book reservations may receive their itinerary and related travel information by e-mail if they have a valid X.400 e-mail address. X.400 e-mail accounts allow employees to send and receive information in a secure setting.

Travel itineraries are generated by a Web-based tool called Sabre Virtually There™ (SVT). SVT is a product of the global travel distribution system, Sabre, and is being used as part of the Travel AcXess Voyage solution. SVT provides travellers with secure, 24-hour, on-line access to their travel itineraries, invoices, and travel receipts. Travellers can view real-time information on flights, destinations and other useful trip information.

### **Employee Benefits**

SVT facilitates the delivery of travel documentation electronically in both French and English between Travel AcXess Voyage and the traveller. The specific travel documents provided on-line are:

- **e-Itinerary:** presented by date by category order: flight, car, hotel, and rail. This document is available up to 24-hours after the last day of travel.
- **e-Invoice:** an electronic invoice of your travel arrangements. This document is available for 30 days after it has been issued.
- **e-Ticket Receipt:** an electronic receipt of your travel arrangements. This document is available for 75 days after it has been issued.

### **How Sabre Virtually There™ Works**

To leverage the benefits of SVT, travellers must follow the steps outlined below:

- The traveller makes a reservation through the full service travel agency or through the On-line Booking Tool available on <http://travel-voyage.gc.ca>.
- Upon completion of the reservation, an SVT e-mail is sent to the traveller containing a unique Web link which leads the employee directly to his/her Itinerary page.
- The traveller clicks on the Web link contained in the e-mail and is directed through the Travel AcXess Voyage private network connection to the SVT Web site, developed especially for the Government of Canada, within the secure Sabre network.
- The traveller is able to view his/her travel documentation, such as e-ticket receipt and e-invoice, in his/her preferred language..



- The traveller can re-visit the link to his/her itinerary at any time (up to 24-hours after the last day of travel).
- All itinerary changes are captured in real-time and can be viewed on-line immediately after the travel counsellor completes the modifications.
- The traveller may select the e-itinerary, e-invoice or e-ticket receipt to view or print his/her details.
- The traveller should print both the itinerary and e-ticket receipt as these may be required upon check-in at the airport, for reference and for proof of purchase. These documents are also required for expense reporting purposes.
- The traveller may also wish to print a copy of his/her itinerary to leave with a designated contact either at home or at the office, in case of an emergency.

### **Required Technology**

To receive travel documents electronically through SVT, travellers must have an X.400 e-mail address and be able to access the Travel AcXess Voyage private Intranet network through ScNET (the Government of Canada secure network). If a traveller is not receiving travel documents electronically, it is because he/she does not have a valid X.400 e-mail in their Traveller Profile. Travellers can check if they have a valid X.400 e-mail account by accessing the Profile/X.400 E-Mail link on the Travel AcXess Voyage portal, selecting Manage X.400 E-Mail, and using the search functionality under Add/Change X.400 E-mail to search for their X.400 e-mail. Travellers who do not have a valid X.400 e-mail address on file with Travel AcXess Voyage should ensure that their fax number is up-to-date in their Traveller Profile, as they will receive their documents via fax.

With the launch of the next phase of Travel AcXess Voyage, travellers who have an X.400 e-mail account will be able to add it to their Traveller Profile and update their business and personal information on-line. As mentioned above, updating changes to X400 e-mail addresses will ensure that travellers continue to receive document delivery through SVT.

Additional questions regarding X.400 e-mail should be directed to the Support Desk at 1-800-514-3789 post-launch of the portal.

*\*The information contained within SVT is provided by Sabre, a Global Distribution System and other third party Vendors and some content displayed may be available in English only.*