



Pearson

Capita Air Bookings FAQs

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1. Introduction

We are pleased to inform you that from 3rd April 2017 you will be able to book your air journeys through Capita as well as rail and accommodation, making the Capita portal a “One Stop Shop” for you.

1.1 What does it mean for me?

- You can now conveniently organise all your travel through one single portal.
- You will no longer book your flights via BCD Travel.
- All new flights should be booked on the Capita Portal.
- You will be able to book flights on airline carriers such as Easyjet, Ryanair, Fly BMI etc.
- You can even book rail tickets for Eurostar.
- You will no longer need to pay upfront, submit expenses and wait to be reimbursed for these.
- You can integrate your itinerary by using the Capita Mobile App (Iris:go) on IOS <https://itunes.apple.com/gb/app/iris-go/id986852061?mt=8> or Google Play <https://play.google.com/store/apps/details?id=com.mttnow.android.capita>
- Capita Travel will facilitate your visa applications.

2. Using the Capita portal

2.1 What do I need to do?

For any new flight bookings from 3rd April 2017 onwards, you will need to use the Capita booking system:

Step 1 - Please click on the link below to access the Capita portal to register:

<https://www.capitatravelandevents.co.uk/Portal/Login.aspx>

Step 2 - Enter your username - PA followed by your Associate number (e.g. PA123456)

Step 3 – Enter your password. Click ‘Sign In’. If you are accessing for the first time, do not enter a password. Click on ‘Activate Account’

Step 4 - You will receive an email instructing you to set up a password

If you have any difficulty accessing the Capita portal or need any assistance then please contact the support team on 08442 455 724 or capitatravelsupport@capita.co.uk

2.2 My username and password are no longer working. What should I do?

If you have any difficulty accessing the Capita portal or need any assistance then please contact the support team on 08442 455 724 or capitatravelsupport@capita.co.uk

If it is your first time accessing the booking portal please follow the instructions mentioned in section 2.1.

2.3 What are the key transition dates?

Between now and 12:00 noon on Friday 31st March

If you have already booked flights through BCD Travel, these will remain valid and you will not need to purchase them again. If you need to book flights, BCD Travel will continue to take bookings until mid-day Friday 31st March 2017.

Between 12:00 noon, Friday 31st March and 8:00 AM, Monday, 3rd April

No new bookings can be made, although if you need to make changes to your existing bookings you will still be able to do so by calling BCD Travel on 020 7153 3110.

From 8:00 AM, Monday 3rd April

All new bookings must be made via Capita Travel. If you need to make changes to your existing BCD bookings you will still be able to do so by calling BCD Travel on 020 7153 3110.

2.4 What happens if I have already booked my travel with BCD?

If you have already booked flights through BCD Travel, these will remain valid and you will not need to purchase them again, although if you need to make changes to your existing bookings you will still be able to do so by calling BCD Travel on 020 7153 3110.

2.5 What codes do I need to make a reservation?

To ensure a smoother booking experience with Capita, you will have noticed the introduction of codes and descriptions within the **first page of your contract or provided to you by email**, examples of which are below:

Example for VQ contracts:

Project Code	Cost Centre	Nominal Code	Description
VQ150	K440	30303	Accommodation or travel related to visiting attendance
VQ150	K440	30312	Accommodation or travel related to meeting attendance

Example for VQ contracts:

Project Code*	Cost Centre	Nominal Code	Description
6RM01	RST	40702	Accommodation or travel related to meeting attendance
6RM01	RST	40703	Accommodation or travel related to any other activity

*This is always your unit number

Exam Session - 1706 (year followed by month, in this case this is Summer 2017. **Please note that not all contracts have sessions, in this case leave it blank.**

Nominal Code – 30303.

Project Code - VQ150.

Paper Number - 1F (the last digits of the Paper Details section of your contract, located under contract information. **Please note that not all contracts have Paper Number, in this case leave it blank.**

2.6 I am a Training from Pearson (TFP) Trainer. How should I book my flights?

When delivering training for Training from Pearson, please research your flights on the Capita Portal and seek authorisation by submitting your request using this [webform](#). When seeking authorisation, please provide the team with the Event Code, Flight Details (airports, departure time & arrival times) & Flight Cost. Once this has been authorised (you will receive an email confirmation), you will be able to book your flight.

2.7 I am an International SV. How should I book my flights?

Before booking your flights please forward your visit schedule (using the template provided at the start of the contract year) and submit via the following [webform](#) for approval. Please include details of proposed flights as researched through the Capita Portal.

3. Tickets

3.1 How can I book the most cost effective tickets?

You can book your flights 11 months in advance, the earlier you book the tickets the better chance of savings on your travel. However if you are an International SV it is best to wait until approximately 2-3 months before the visit in case more centres are added to your allocations or other changes are made. Flights will also be displayed in a range of fare columns where you can mix and match carriers to obtain the best price.

3.2 What is the difference between the ticket types?

Please note that any changes or cancellations may incur a charge by the airline.

Restricted Economy – Restricted to the date and time booked in Economy class.

Flexible Economy – Flexible to make changes and cancel the ticket in Economy class.

Restricted Premium Economy (Available only for Intercontinental Flights) - Restricted to the date and time booked in Premium class.

Flexible Premium Economy (Available only for Intercontinental Flights) – Flexible to make changes and cancel the ticket in Premium class.

3.3 Can I book tickets through the airline or any other travel booking website?

No, as per your Pearson Associate Payroll & Pensions guidance all flights, hotels and trains should now be booked via Capita.

3.4 Am I allowed to book fully flexible fares?

Yes, although if your trip is unlikely to change it may be more cost effective to book a restricted fare.

3.5 I have a complex itinerary and have multiple destinations. Can I book it via the Capita portal?

Although you are able to use the Capita Portal for complex bookings, we recommend that you contact the Capita Travel Team on 08442 455 724 or pearsonair@capita.co.uk and a team of experienced consultants will assist in providing the best options for your itinerary.

3.6 Can membership cards be used in conjunction for booking flights?

Yes, membership numbers can be added via the "[Edit my profile](#)" section of the online portal.

3.7 How do I add the option for baggage?

Scheduled airlines - If your selected fare does not include baggage, please contact our reservations team on 0844 245 5724 and select option 4 and one of our consultants will look into additional baggage options for you.

Low cost airlines – Low cost fares always include the option to add additional baggage. Once you have confirmed your selection, you will be given the option to select your baggage requirements from a drop down list. Your flight will then be recalculated to include any additional baggage costs.

3.8 Can I book Eurostar tickets via Capita portal?

Yes, Eurostar tickets can be booked via the online flight tool. Where Eurostar is available, you will be given the option to mix and match flight and Eurostar journeys. For example: If you are travelling from London to Paris, you can select Eurostar on your outbound journey and flight for your inbound journey.

3.9 How do I collect my Eurostar tickets?

Once your Eurostar booking has been completed, you will receive an E-ticket via your selected confirmation email address. When you arrive at the check-in gates, simply scan the barcode on your paper ticket or on your mobile. Some tickets, valid on Eurostar but issued by other carriers may not have a barcode so you'll need to check in at one of the check in desks.

3.10 Can I book business class?

No. For Domestic and European flights, the only available class is Economy. For Intercontinental Flights, Economy and Premium Economy classes are available.

3.11 If I am travelling with someone, can I book their ticket through Capita?

The portal should be used for the sole purpose of booking travel and accommodation for Pearson only. Associates are not allowed to book tickets for anyone other themselves.

4. Disruptions and Cancellations of Tickets

4.1 Can I cancel my flight if my meeting/centre visit is cancelled?

Between now and 12:00 noon on Friday 31st March

If you have already booked flights through BCD Travel, please contact BCD Travel on 020 7153 3110 as soon as possible bookings until mid-day Friday 31st March 2017.

From 8:00 AM, Monday 3rd April

If your meeting or centre visit is cancelled please contact the Capita team as soon as possible on 08442 455 724 or pearsonair@capita.co.uk for further assistance with requesting a cancellation.

4.2 If I am unable to travel due to personal circumstances, what do I need to do?

Inform relevant Pearson teams and Capita as soon as possible.

4.3 Can Capita arrange for airport parking?

Airport parking can be requested via the Capita team on 08442 455 724 or pearsonair@capita.co.uk

4.4 Can I claim for mileage if I have to travel to an airport for my flight?

Yes, you can claim mileage at 45p per mile to be claimed on iExpenses for the day of travel.

4.5 Which Internet Explorer is best supported?

Internet Explorer 6 is **NOT** supported. For optimum experience, please upgrade to IE8 and above or an alternative browser.

4.6 Who do I contact if I have any questions?

Please contact the Associate Helpdesk by visiting the Associate support page [here](#) or call Capita Travel on 0844 245 5724 option 4 or pearsonair@capita.co.uk.

4.7 Will I be reimbursed for the cost of calls to Capita?

You will not be reimbursed for the call charges. You can contact the team via email on pearsonair@capita.co.uk

4.8 Who do I contact if I have problems with my flights?

You will need to contact Capita Travel on 0844 245 5724 option 4 or pearsonair@capita.co.uk

4.9 What do I do if my flights gets cancelled?

You will need to contact Capita Travel on 0844 245 5724 option 4 or pearsonair@capita.co.uk

4.10 In case of emergency, who should I call?

You can contact Capita Travel & Events on their 24hr contact number 0844 245 5724 or 00441823235286 if calling from abroad.

5. Visa

5.1 How would I know if a visa is required for my trip?

You should be able to find this information on the CIBT website, the link to it is available on the Capita portal. Should you still will have any queries, contact Capita Travel on 0844 245 5724 option 4 or pearsonair@capita.co.uk

5.2 How do I apply for a visa?

To apply for a visa online there will be a link available on the air landing page on the Capita portal, this link will direct you to the CIBT site to make your request. Alternatively, you can contact Capita Travel on 0844 245 5724 option 4 or pearsonair@capita.co.uk

For Pearson Trainers: If a business letter or letter of invitation from the region you are travelling to is required, contact us via this [webform](#).

For all other associates: If a business letter or letter of invitation is required, contact us via this [webform](#).

5.3 I have a questions about my visa application, who should I contact?

Contact Capita Travel on 0844 245 5724 option 4 or pearsonair@capita.co.uk

5.4 How/who do I submit my visa application to?

Follow the link to [Visa Application](#) in Edexcel Gateway with step-by-step instructions to complete.