Balmer Lawrie and Company Limited

User Manual
Standard Booking Tool (SBT)

Fab 2020

Version 1

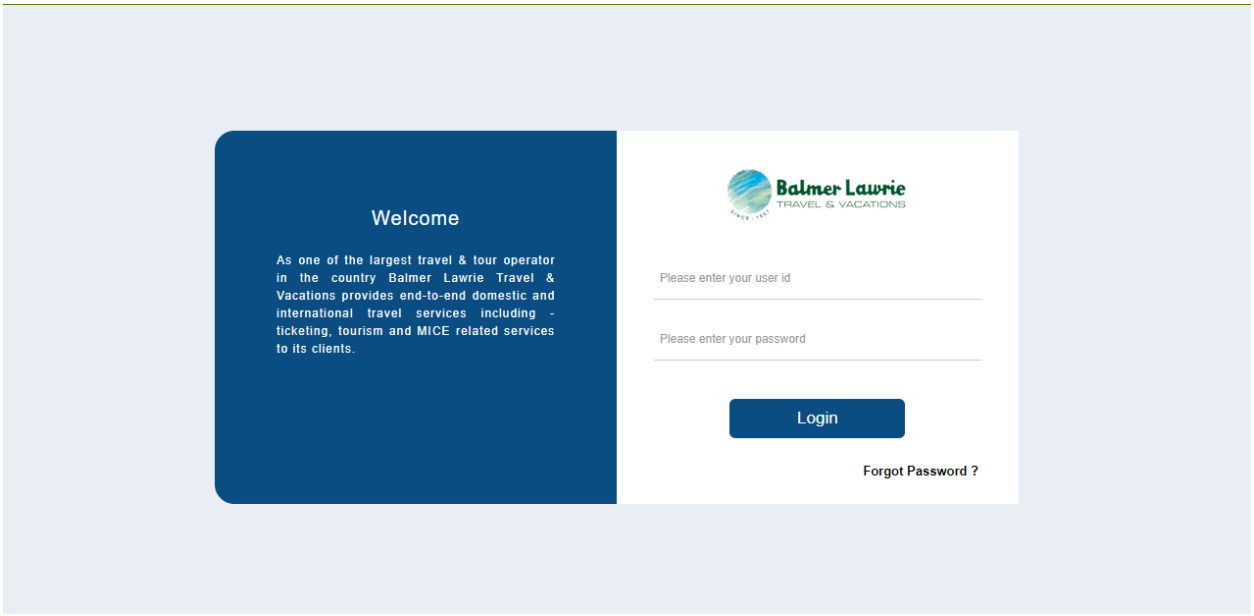
Company Information

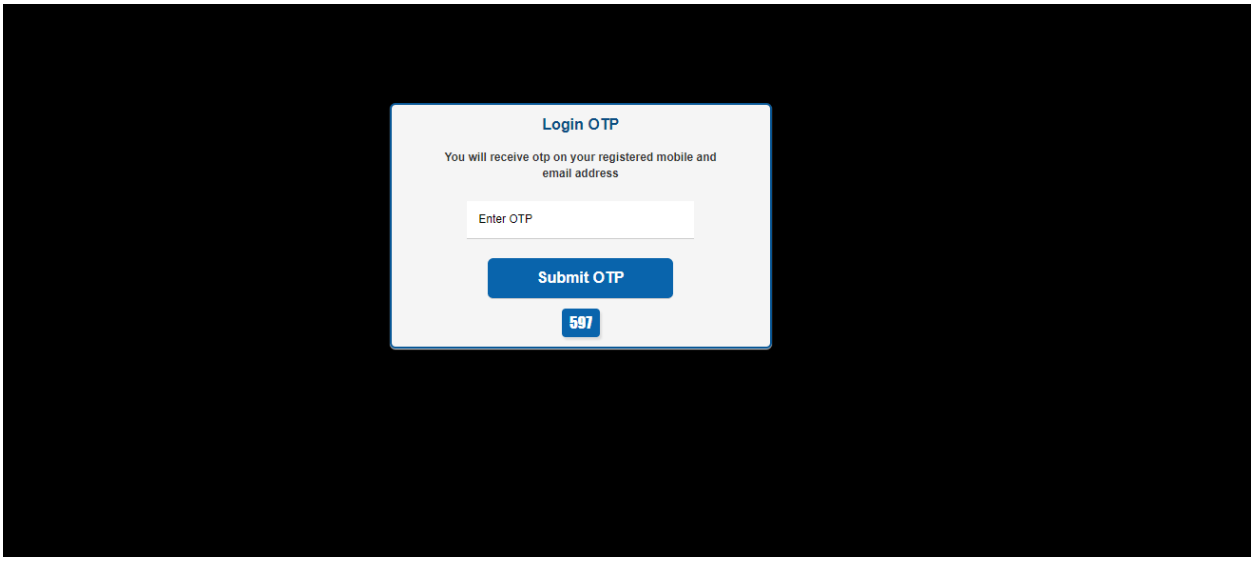
Founded by two Scotsmen, Stephen George Balmer and Alexander Lawrie, in Kolkata, Balmer Lawrie & Co. Ltd. started its corporate journey as a Partnership Firm on 1st February 1867. Traversing the 152 years gone by, today Balmer Lawrie is a Miniratna - I Public Sector Enterprise under the Ministry of Petroleum and Natural Gas, Govt. of India. Along with its five Joint Ventures and two subsidiaries in India and abroad, today it is a much-respected transnational diversified conglomerate with presence in both manufacturing and service sectors. Balmer Lawrie is a market leader in Steel Barrels, Industrial Greases & Specialty Lubricants, ***Corporate Travel*** *and Logistics Services. It also has significant presence in most other businesses, it operates, viz, Leather Chemicals, Logistics Infrastructure etc. In its 152 years of existence, Balmer Lawrie has been successfully responding to the demands of an ever changing environment, leveraging every change as an opportunity to innovate and emerge a leader in industry.*

Login:

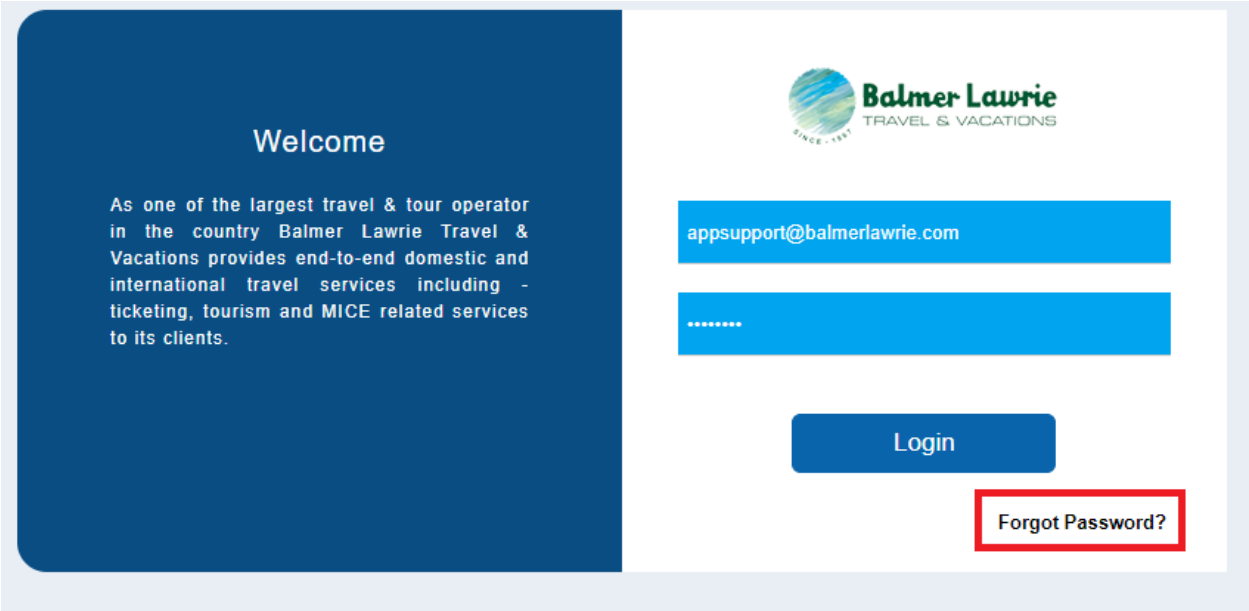
1. Open login page using the below URL, and enter userId and password provided by the system admin. The user received an authorization OTP on his/her registered mobile and Email-ID user needs to enter it and login to the system.

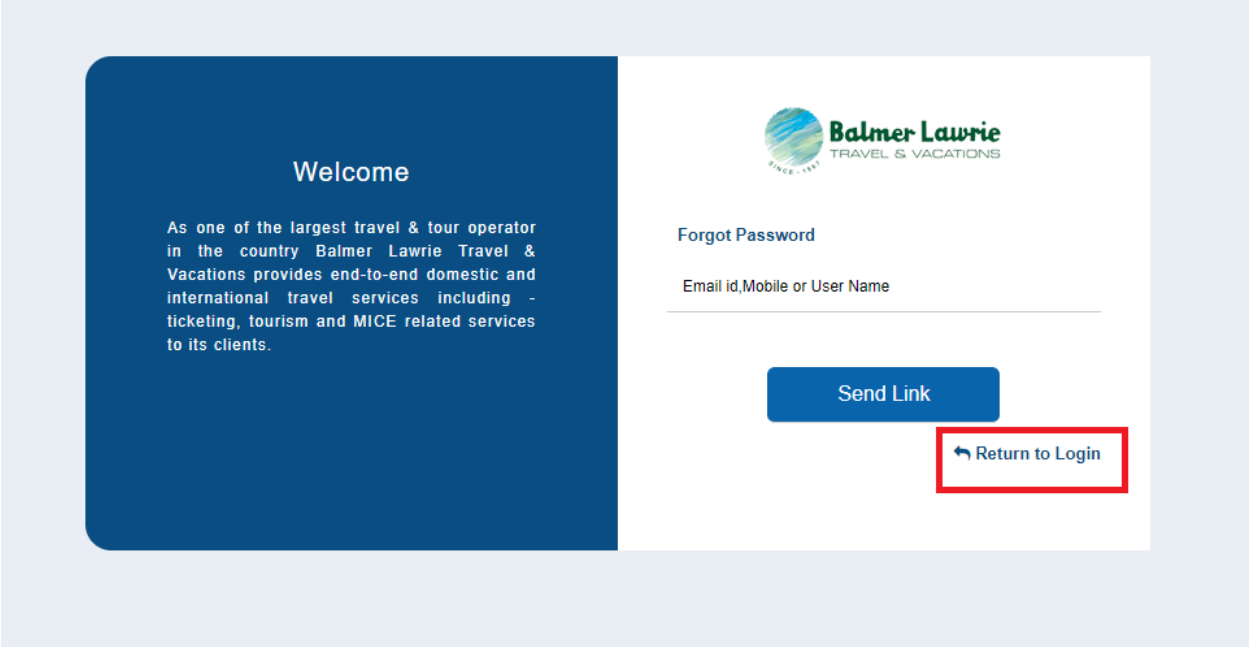
   URL: https://ssbt.balmerlawrietravelapp.com/





2. In case of forget password user click on the “forget password?” link button to reset his/her password. In case of user want to return to login page user click on “Return To Login” link on the forget password page.

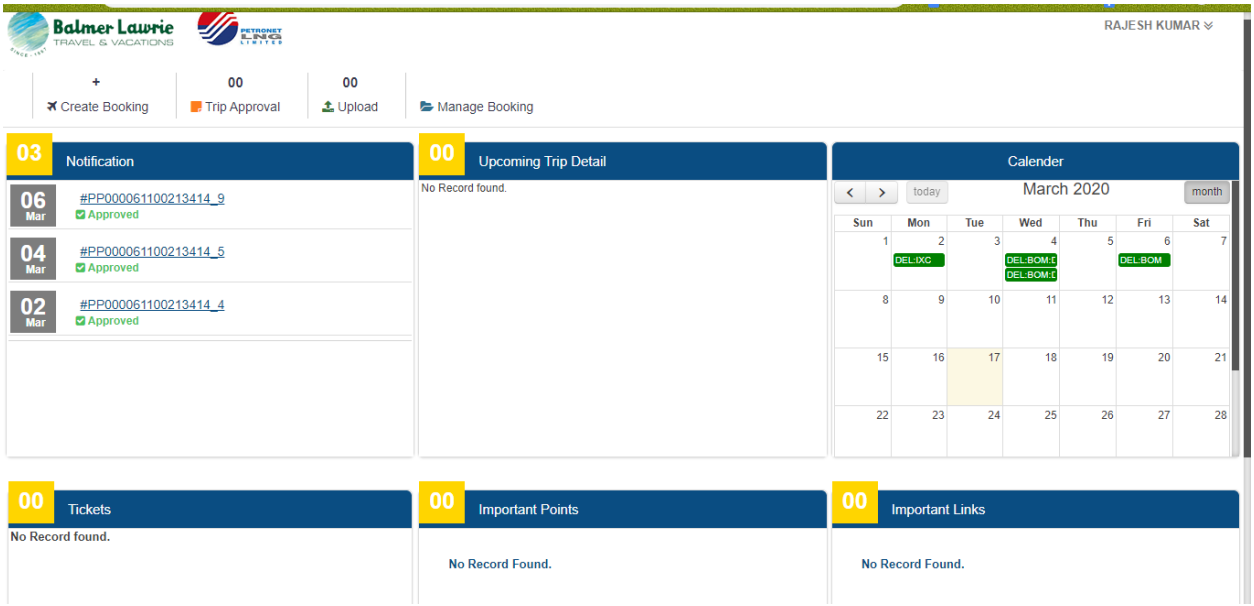




3. In the case of system prompt to change password, User have to follow the “forget password?” step to reset his/her password.

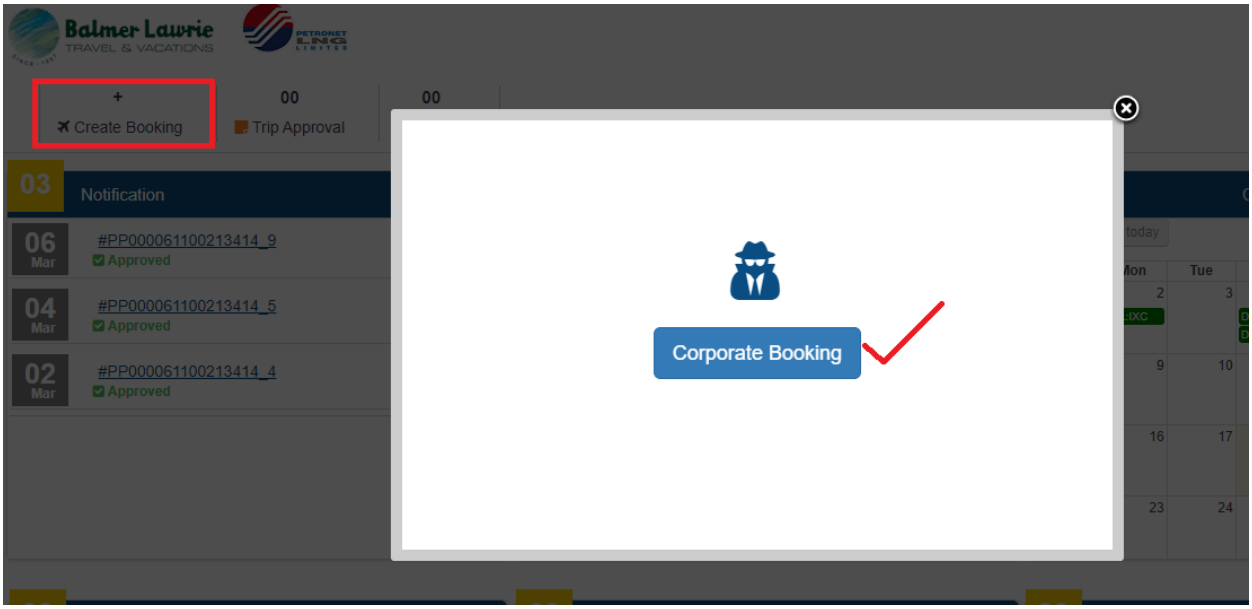
Dashboard:

1. On Dashboard, user will check booking and flight related Notification/ Upcoming trip Detail/ Travel Calendar/ Tickets/ Important Points and Important links.
   Notification: All trip-related notification and information.
   Upcoming trip Detail: All Upcoming trip information like PNR, flight detail, etc.
   Calendar: In calendar, user can see there trip notifications.
   Tickets: In this section user upcoming trip ticket notification showing with ticket link from where user can take print out.
   Important Points: All important notification regarding any flight and schedule showing in this section.
   Important links: In this section, all the flight relevant link's showing.

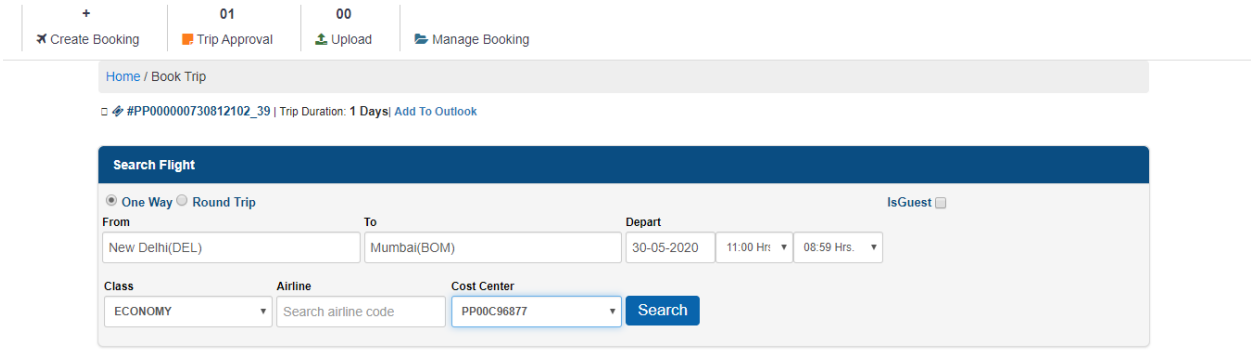


Create Booking:

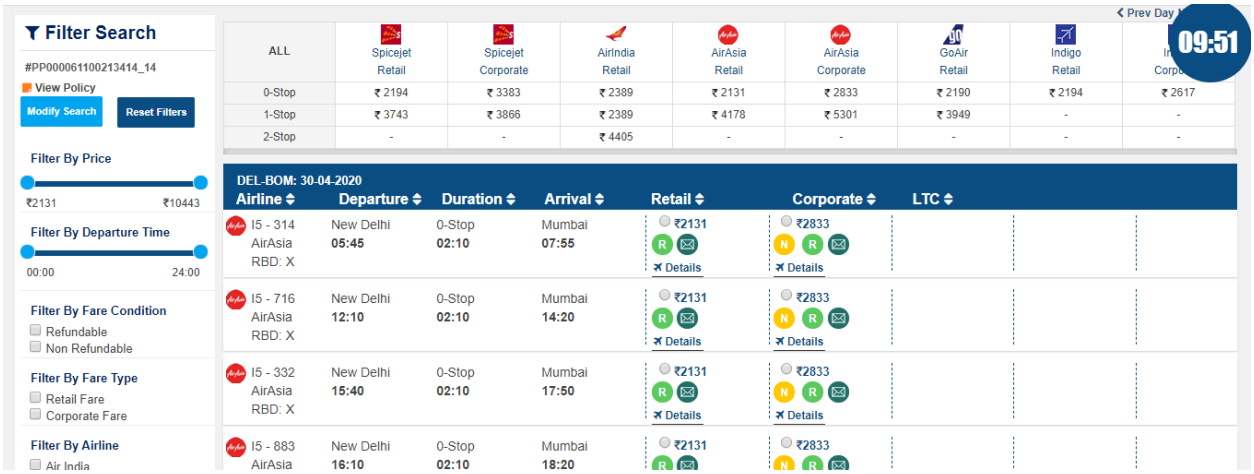
2. User clicks on create booking icon from the dashboard, after clicking on create booking a popup-window open with option corporate booking button, the user clicks on it to start the booking process.



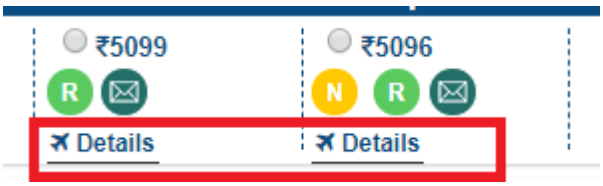
3. Flight search panel got opened, user fill the schedule and sector detail and search flight availability. The user processes the booking with a specific cost center.

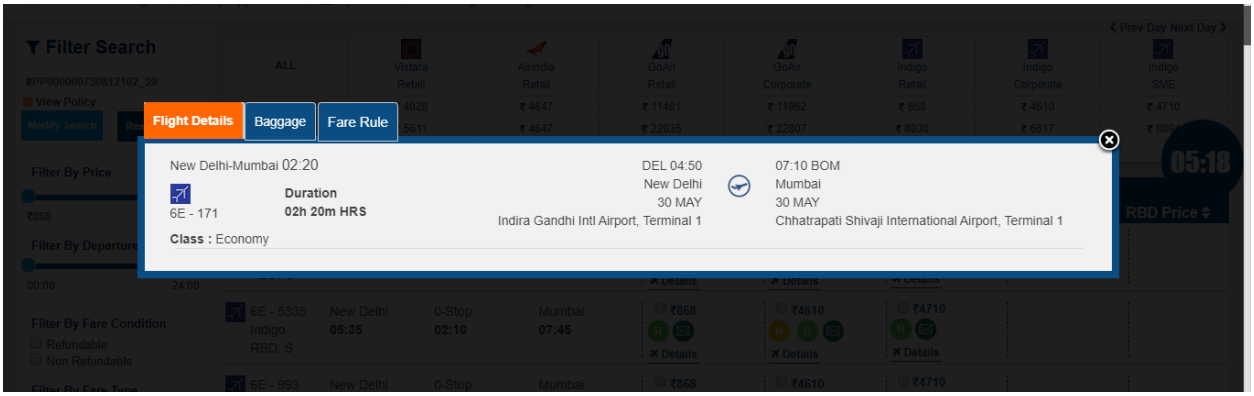


4. On search Availability, the user will select a fare from multiple options with various fare options like Retail and corporate. There is a session time of search to a booking between which user has to complete the booking.

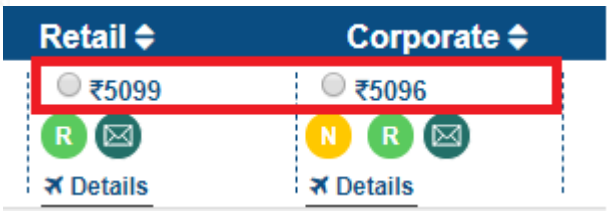


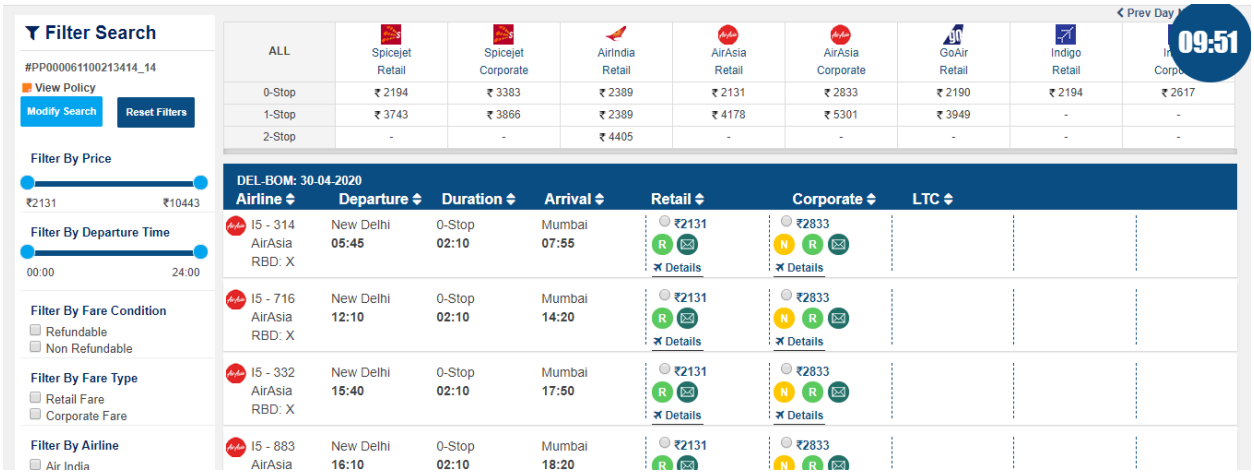
5. To check flight, baggage and fare rule users need to click on flight Detail showing just below the fare.



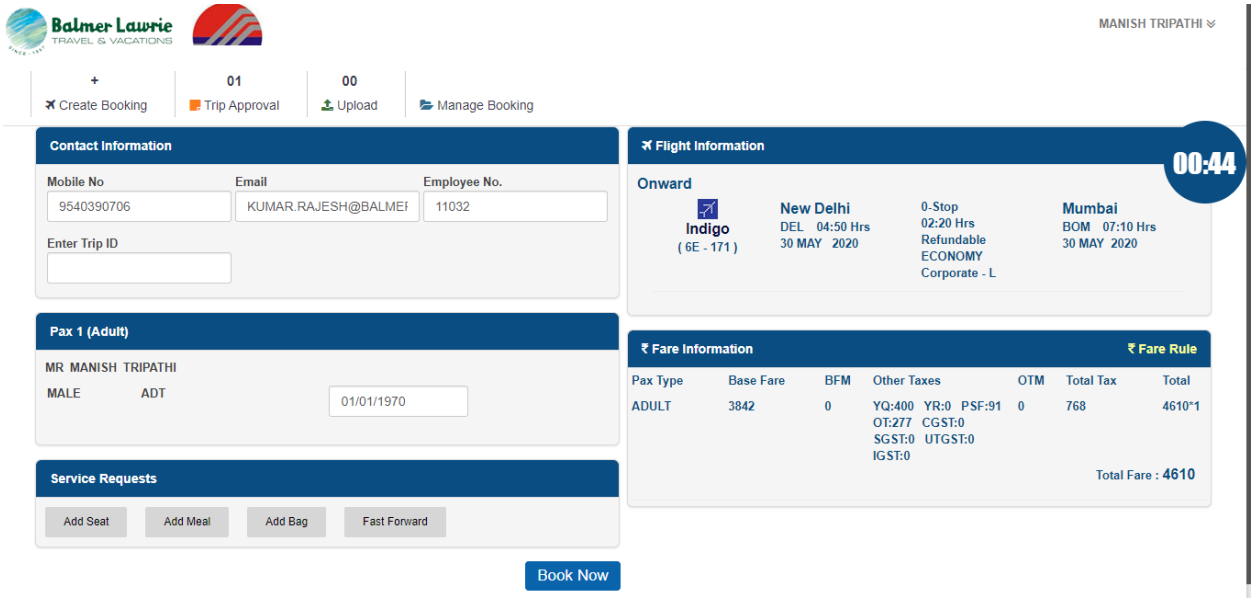


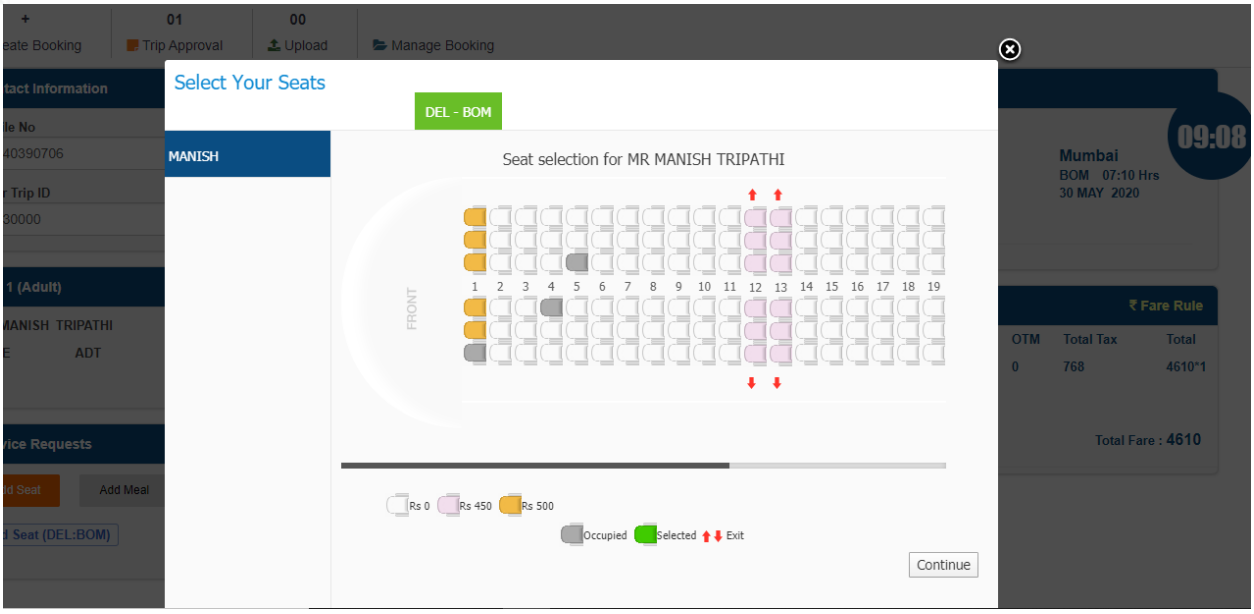
6. After checking all the details users click on the radio button to select the flight for booking. After selecting the flight user see the selected flight detail below in the footer of the page. To start the book process user have to click on the book button to initiate the booking process.



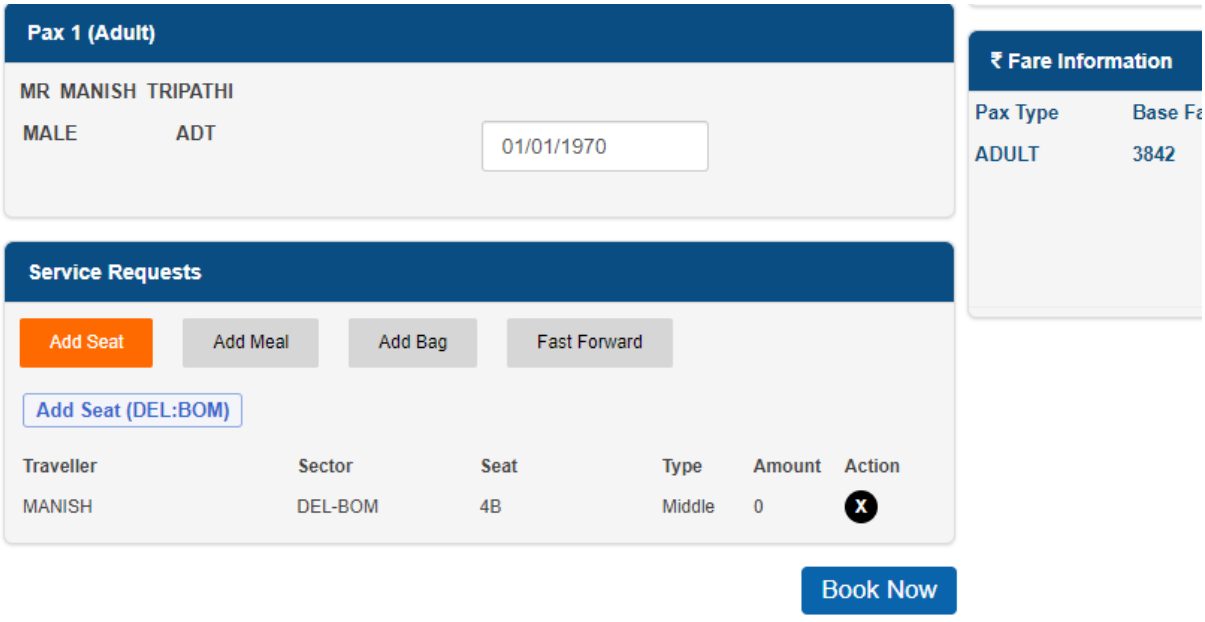


7. In Passengers detail page user need to fill all the relevant detail and Approved request ID in the Trip ID text box.
   All the detail which user fill will automatically updated in his/her profile if there is any change in the existing one.

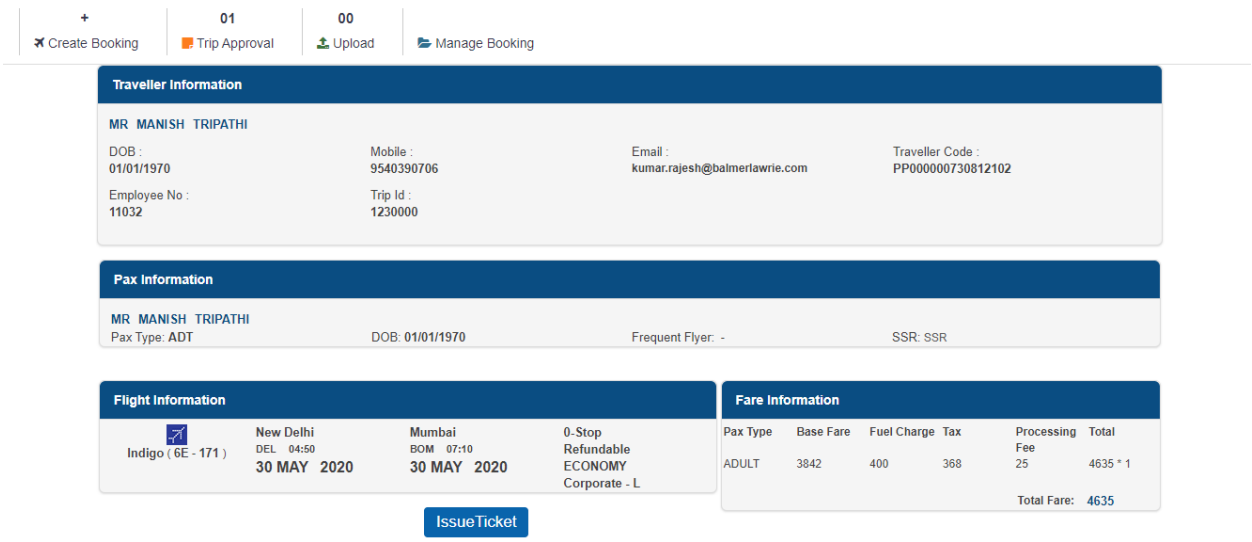




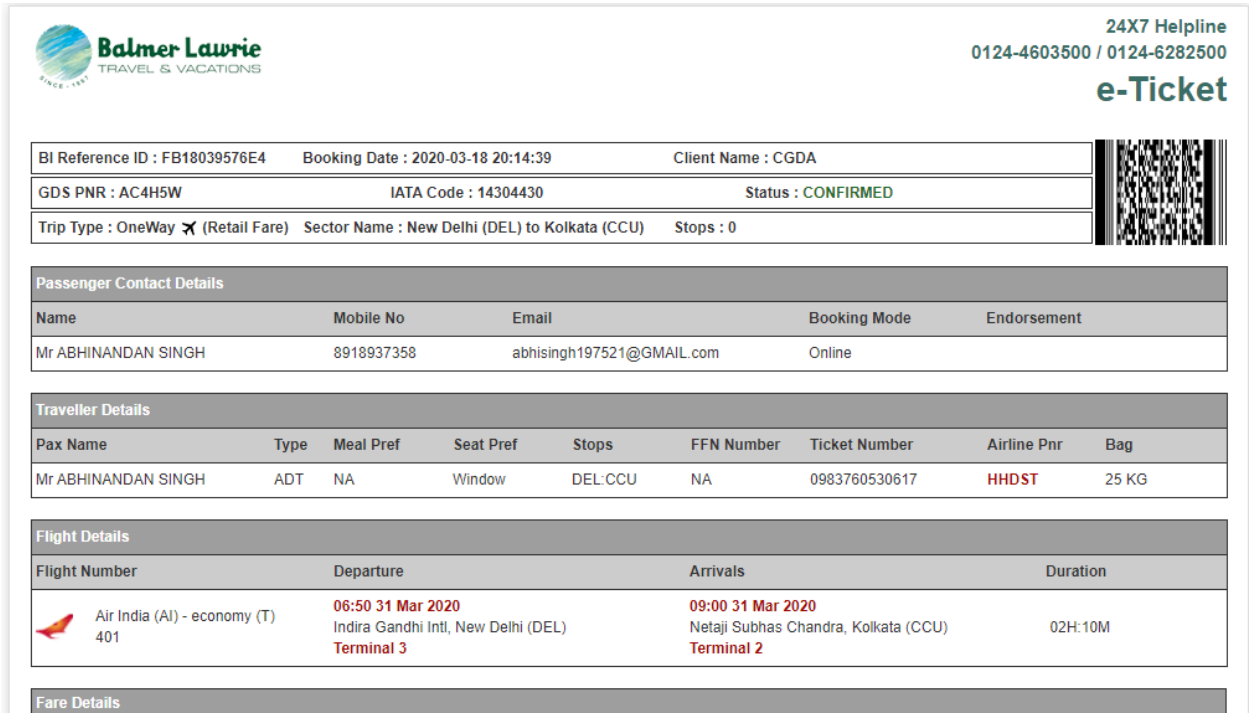
8. The user will add the Meal, Seat, and Baggage from the Service request section by selecting each button for the seat/Meal/Baggage tab.



9. Before issue ticket users check the detail in the booking summary so that the user cannot issue tickets in the wrong fight or flight with the wrong detail.

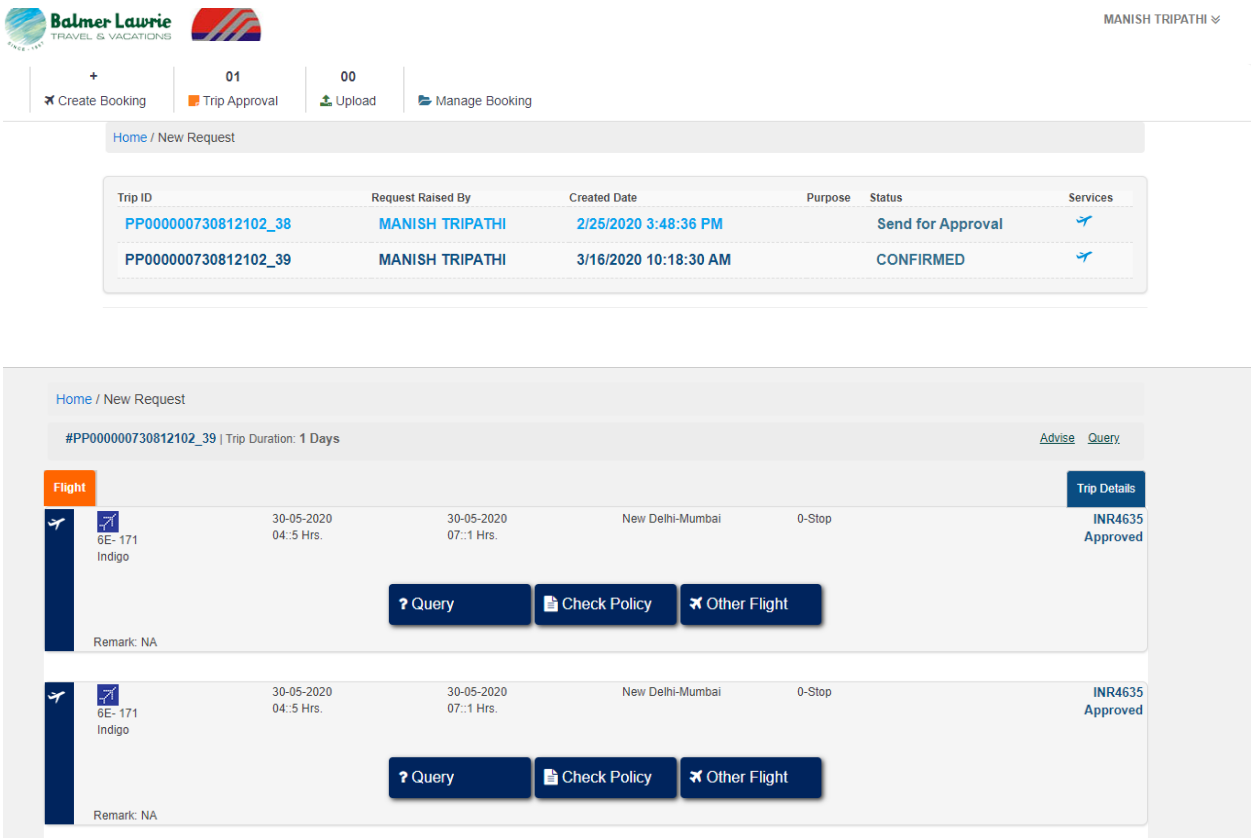


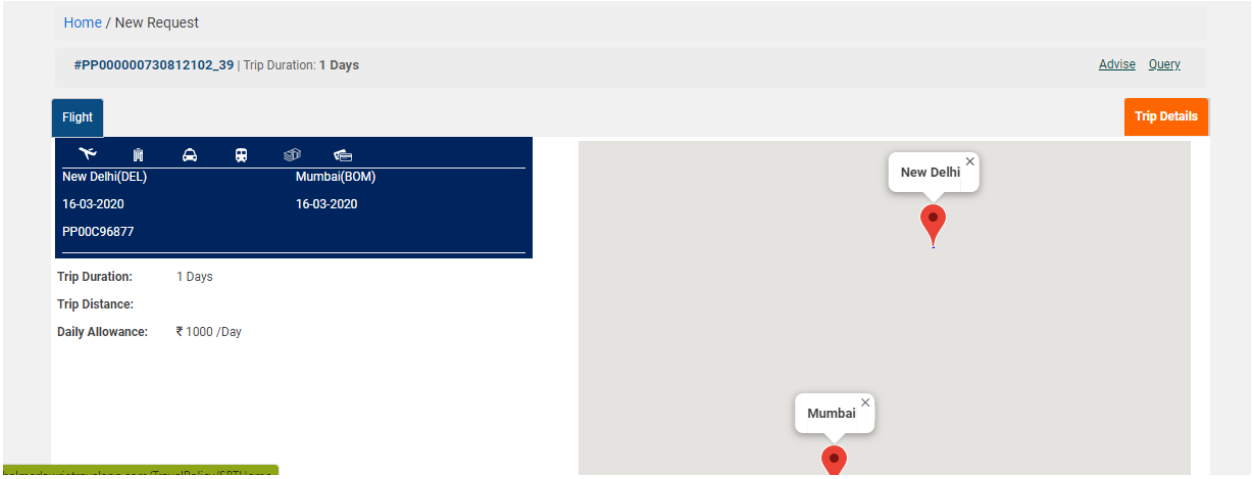
10. After the final ticket issue successfully user navigated to ticket copy detail.



11. After confirm booking User gets the ticket confirmation on mail and through SMS, same information sent to his/her reporting authority mail.

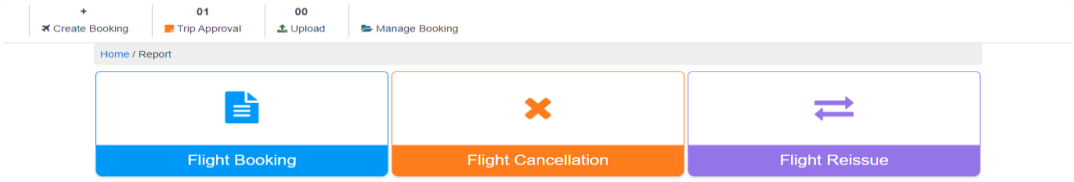
12. From the trip, approval Menu user can check his confirm and queued booking transection.



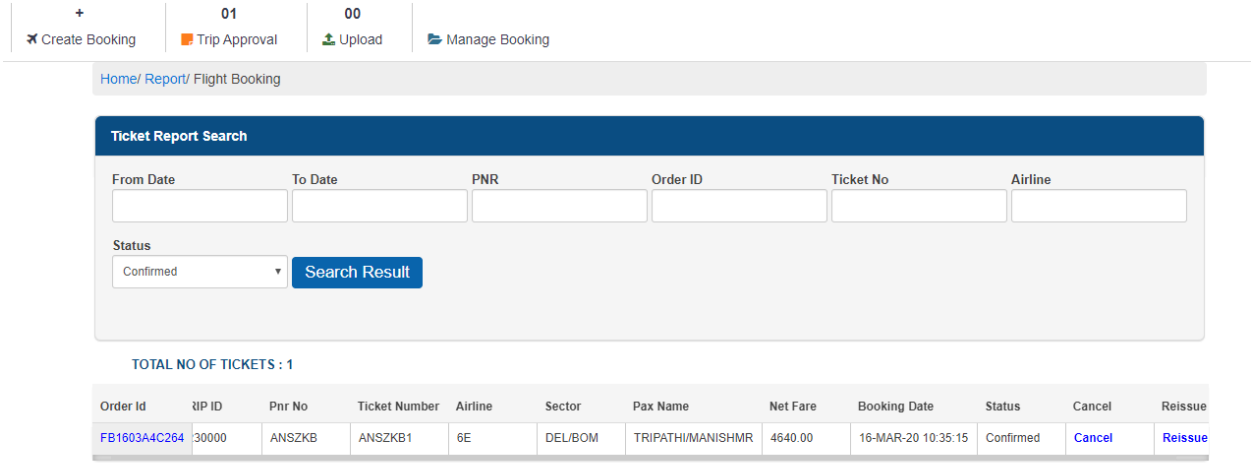


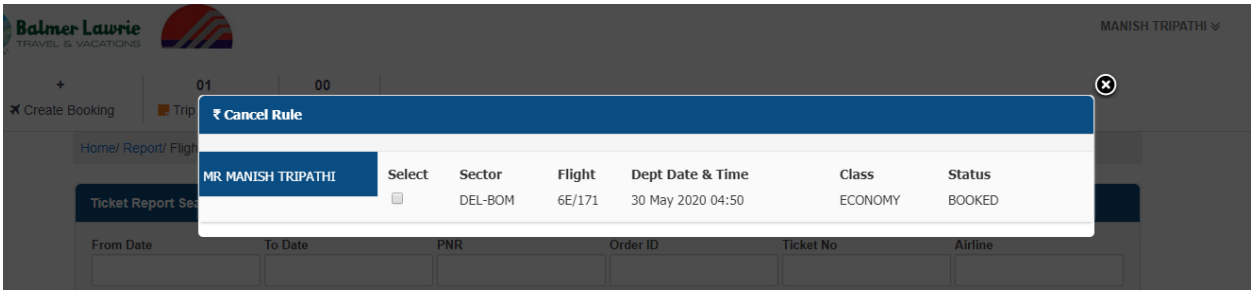
Booking History and Cancellation

1. All the booked/ cancellation/ reissue tickets, users can check in the Manage booking menu.



2. In Flight booking, users can reprint the ticket by clicking on OrderId and to perform cancellation and reissue use relevant action buttons on the right side of the result list showing after search.





3. All cancel tickets shown in the Flight cancellation menu, and each status after cancellation will be updated here.

