

# Transport Business Request FAQs

## Frequently Asked Questions

### Q 1: What is the new Business Transport Request System?

It is web enabled online Taxi Booking System for business trips only.

### Q2: What is the required information to request business transportation?

The required information are requester mobile number, requester cost center or WBS element, destination, pick up point, Pickup date and time, vehicle type and number of passengers. You need also to indicate wither the trip is one way or return trip. In case of a return trip, you need to indicate if a waiting time is required and how long it should be. In case of airport pick, you need to mention the flight number.

### Q3: Can I request a specific service provider to service my request?

You can indicate a preferred service provider during your request however this will depends on the availability of the service provider.

### Q4. How can I request a booking on behalf of another KAUST employee?

In the Tab “Business Transport Request” on the portal, booking with option “On Behalf Of”

### Q5. How can I request a booking for non-KAUST passenger?

In the Tab “Business Transport Request” on the portal, booking with option “Passenger is different from the requester”

### Q6. Do I have to re-apply for the taxi if the preferred service provider rejects the request?

No, The Requester gets service regardless of Provider as designed in the workflow.

### Q7: How can I make sure that my request has been successfully submitted to the service provider?

You will receive an email confirming that your request has been successfully submitted to the service provider. You can also click on my request icon and search with your request number. Your request status should be pending.

### Q8: How can I make sure that my request will be processed by the service provider?

A8: Once the service provider receives the request, the service provider will confirm the request according to the service provider availability. Once confirmed by the service provider, You will receive an email confirming that your request has been processed by the service provider. You can also click on my request icon and search with your request number. Your request status should be confirmed.

### Q9:What will happen after the requester received the service?

A9: After the requester received the service, the service provider will update the actual cost of the provided service and change the request status to billed. F&C invoice verifier will verify the invoice and either approve it or send it back to the service provider for revalidation. Once the invoice is approved by F&C invoice verifier, an email will be sent to the requester.

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Q10. What if the service provider charges more?

A10: When Actual cost is updated the requester gets e mail notification for confirmation within 5 days, if he chooses he can contest the actual cost through the Taxi Supervisor.

Q11. How can we provide the exact location while booking?

A11: Availability of google maps to provide the latitude longitude of the location.

Q12 What are the contact details for questions / comments / suggestions?

A12: For Transportation Services Feedback or Suggestions, please contact: [transport@kaust.edu.sa](mailto:transport@kaust.edu.sa)