



# **KAUST Booking System**

## **User Guide v1.0**

Prepared by: SAPTCO IT Sector  
June 2016



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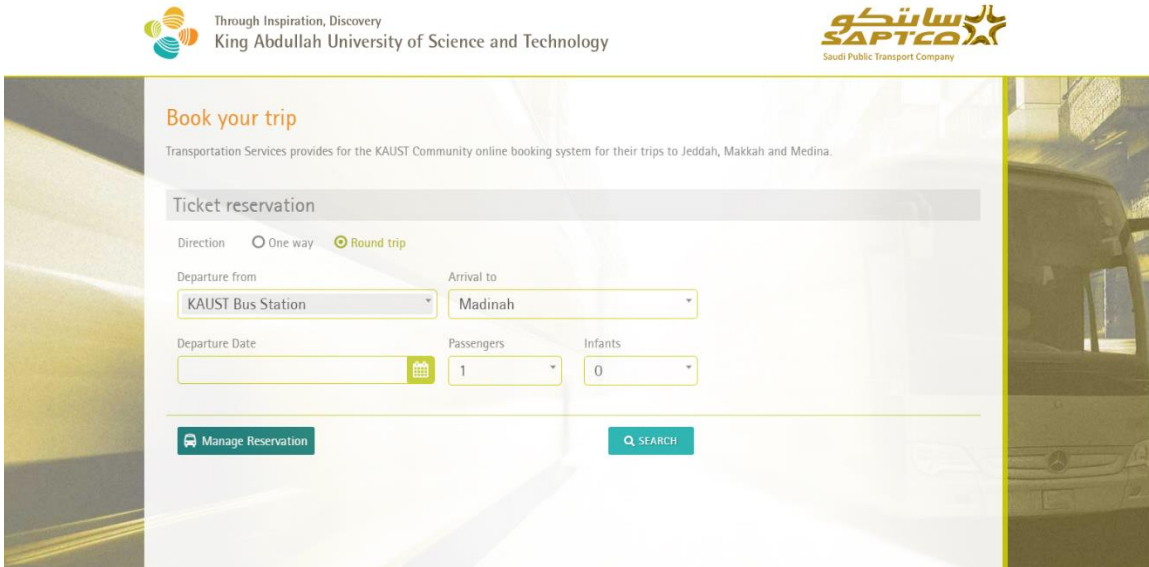
## Introduction:

This system provides online booking for KAUST employees and residents.

- Provide online ability thru KAUST portal only to book a free ticket(s) to reserve a seat on the trip (bus).
- The features of KAUST online booking system are :
  - **Issue tickets** and print it.
  - The passenger will receive **email notification** for his reservations on his provided email, with all the tickets information after successful reservation.
  - **To Transfer the ticket** to another available trip by using Manage Reservation, the passenger must provide his reservation number and the reservation email.
  - **To Cancel the ticket** by using Manage Reservation, the passenger must provide his reservation number and the reservation email.
  - **To Re-print the tickets** by using Manage Reservation, the passengers must provide his reservation number and the reservation email.
- The Kaust online booking is user friendly application and if there is any incorrect action, system will show you error message to provide guidance to enter the correct data, also we are providing a user guide.

## Issue Tickets

### 1 # Selecting the Direction, Arrival to, Departure Date and No. of passengers



The screenshot shows the 'Book your trip' interface on the KAUST SAPTCO website. The page has a header with the KAUST logo and the SAPTCO logo. Below the header, there is a section titled 'Book your trip' with a subtitle 'Transportation Services provides for the KAUST Community online booking system for their trips to Jeddah, Makkah and Medina.' The main form is titled 'Ticket reservation' and includes the following fields:

- Direction:** Radio buttons for 'One way' and 'Round trip' (selected).
- Departure from:** A dropdown menu with 'KAUST Bus Station' selected.
- Arrival to:** A dropdown menu with 'Madinah' selected.
- Departure Date:** A date picker field.
- Passengers:** A dropdown menu with '1' selected.
- Infants:** A dropdown menu with '0' selected.

At the bottom of the form, there are two buttons: 'Manage Reservation' and 'SEARCH'.

- Choose your **direction** One Way or Round Trip as the following :
  - Round trip is the main selection to reserve a seat in onward trip and a seat on related return trip.
  - One way option is used in case of it is a long trip and the passenger will not be back on the return trip.
  - Return from the destination will depend on the availability of seats and not thru the system.
- **Departure from** will always be from KAUST Bus Station, you can't make reservation thru any other departure station which is Makkah or Madinah for example.
- Choose your **Arrival to** from the list and select the **departure date** from the calendar by clicking on departure date field.



**Book your trip**

Transportation Services provides for the KAUST Community online booking system for their trips to Jeddah, Makkah and Medina.

**Ticket reservation**

Direction ☐ One way ☒ Round trip

Departure from: KAUST Bus Station Arrival to: Madinah

Departure Date: Passengers: 1 Infants: 0

June 2016  
Su Mo Tu We Th Fr Sa  
5 6 7 8 9 10 11  
12 13 14 15 16 17 18  
19 20 21 22 23 24 25  
26 27 28 29 30

SEARCH

- Choose **number of adult passengers and infants** from the lists.  
Note: Infant whose age is less than two years, has no seat.
- **Click search**, the system will display the available trips for you in the next screen.



**Book your trip**

Transportation Services provides for the KAUST Community online booking system for their trips to Jeddah, Makkah and Medina.

**Ticket reservation**

Direction ☐ One way ☒ Round trip

Departure from: KAUST Bus Station Arrival to: Madinah

Departure Date: 10/06/2016 Passengers: 2 Infants: 0

Manage Reservation SEARCH

## 2 # selecting the trip

Book your trip

Transportation Services provides for the KAUST Community online booking system for their trips to Jeddah, Makkah and Medina.

Ticket reservation

Friday  
10-6-2016

From	To	Departure time	Arrival date	Arrival time	Round trip	From	To	Return date	Return departure time	Return arrival time
KAUST Bus Station	Madinah	07:30	10-06-2016	12:50	Round trip	Madinah	KAUST Bus Station	11-06-2016	17:00	22:20

BACK CONTINUE

The header contains the departure date and the left section for each row contains the onward trip information and the right section contains the return trip information.

- Choose your trip by selecting the last column (the red part).

Note: Round Trips are restricted, As per KAUST rules the going trip is linked to the return trip, so it is one selection for going trip and its related return trip.

- Choose the continue button

Book your trip

Transportation Services provides for the KAUST Community online booking system for their trips to Jeddah, Makkah and Medina.

Ticket reservation

Friday  
10-6-2016

From	To	Departure time	Arrival date	Arrival time	Round trip	From	To	Return date	Return departure time	Return arrival time
KAUST Bus Station	Madinah	07:30	10-06-2016	12:50	Round trip	Madinah	KAUST Bus Station	11-06-2016	17:00	22:20

BACK CONTINUE

- Back button in the left side allows you to go back to the previous screen.
- Edit search button on the top right side allows you to change your search and to follow the same steps before.

### 3 # Passenger information (Sponsor)

Passenger information

**Sponsor contact information**

KAUST Id

Sponsor Full Name \*

E-mail \*  Confirm your E-mail \*  Mobile number

- You have to fill the reservation sponsor information. Sponsor should have a valid KAUST Id., Enter the KAUST Id and click search.
- If you made reservation before, you can retrieve the information through the system.
- If it is the first time for you to make a reservation, you will receive the error message below, so enter your full name in the sponsor full name field.

Passenger information

**Sponsor contact information**

KAUST Id

Sponsor Full Name \*

E-mail \*  Confirm your E-mail \*  Mobile number

Passenger information not found, please type the passenger name

- Enter your contact information email address  
Note: Your email address is mandatory as you will receive the reservation details on your email once you finish your online reservation.



- Mobile number is optional.
- Click continue

Passenger information

❗ Passenger information not found, please type the passenger name

Sponsor contact information

KAUST Id   Sponsor Full Name \*

❗ E-mail is required!

E-mail \*  Confirm your E-mail \*  Mobile number

Passenger information

Sponsor contact information

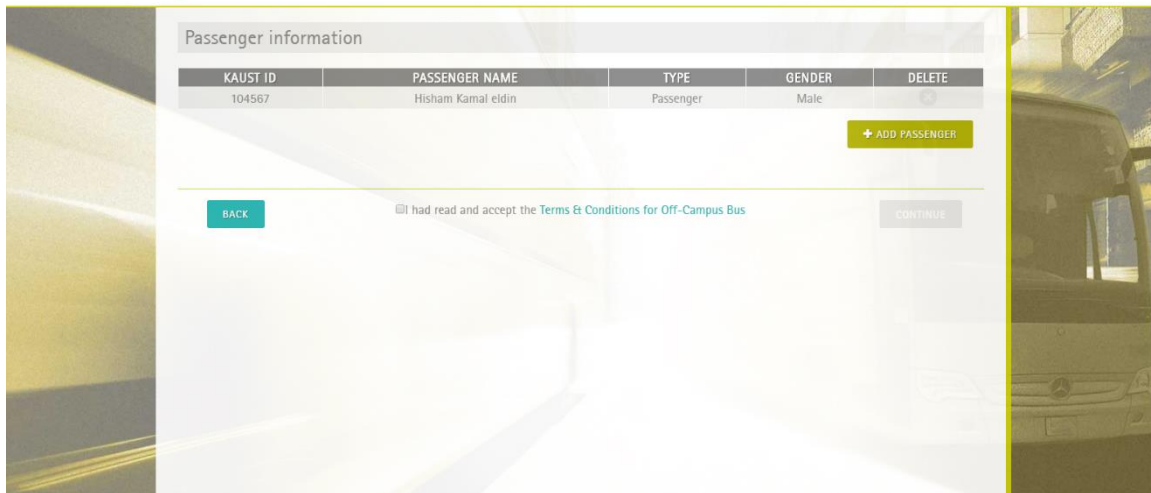
KAUST Id   Sponsor Full Name \*

E-mail \*  Confirm your E-mail \*  Mobile number

- Back button in the right allow you to go back to the previous screen.



## 4 # complete the passenger information



Passenger information

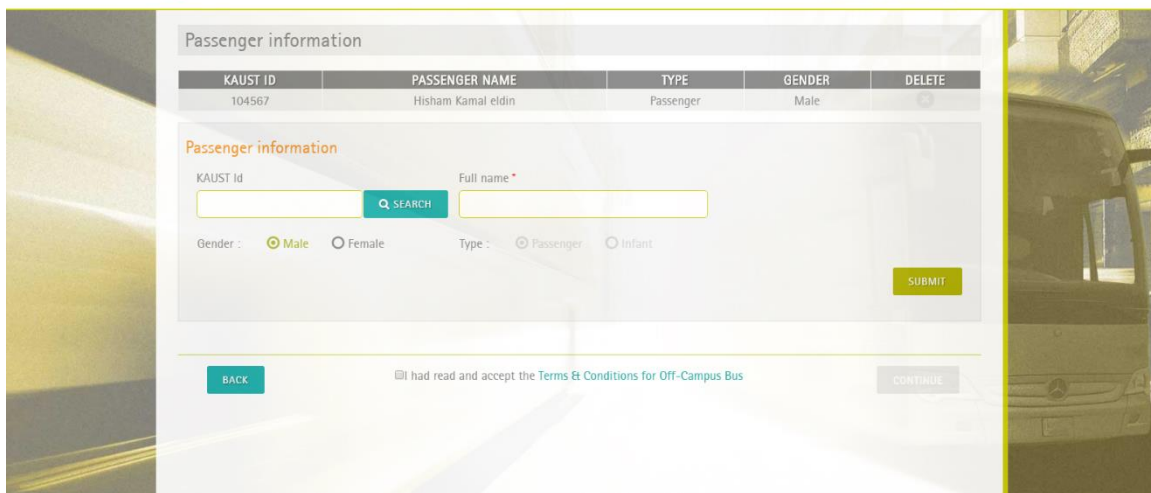
KAUST ID	PASSENGER NAME	TYPE	GENDER	DELETE
104567	Hisham Kamal eldin	Passenger	Male	

[+ ADD PASSENGER](#)

[BACK](#) ☒ I had read and accept the [Terms Et Conditions for Off-Campus Bus](#) [CONTINUE](#)

If you request only one passenger you must read the Terms & conditions to approve it by clicking the check box and then Click continue which will appear after your approval.

If you request more than one passenger, click on the button ADD PASSENGER.



Passenger information

KAUST ID	PASSENGER NAME	TYPE	GENDER	DELETE
104567	Hisham Kamal eldin	Passenger	Male	

**Passenger information**

KAUST Id  [SEARCH](#) Full name \*

Gender : ☒ Male ☐ Female Type : ☒ Passenger ☐ Infant

[SUBMIT](#)

[BACK](#) ☒ I had read and accept the [Terms Et Conditions for Off-Campus Bus](#) [CONTINUE](#)

List of passengers entered will be displayed in the upper section of the screen.

- To complete the passenger's information, you will be asked to fill the remaining passengers by entering the KAUST Id and his full name if it is first time as same step in the previous screen or the name if He / She does not have a Kaust Id.
- Select the gender.



Passenger information

KAUST ID	PASSENGER NAME	TYPE	GENDER	DELETE
104567	Hisham Kamal eldin	Passenger	Male	

Passenger information

KAUST Id  Full name \*

Gender : ☐ Male ☒ Female Type : ☒ Passenger ☐ Infant

☒ I had read and accept the [Terms & Conditions for Off-Campus Bus](#)

- Then select SUBMIT button.
- Keep repeating these steps until you complete the passenger information.



Passenger information

KAUST ID	PASSENGER NAME	TYPE	GENDER	DELETE
104567	Hisham Kamal eldin	Passenger	Male	
	Nadia Hisham	Passenger	Female	

You had added all the passengers information, please Continue

☒ I had read and accept the [Terms & Conditions for Off-Campus Bus](#)



Passenger information

KAUST ID	PASSENGER NAME	TYPE	GENDER	DELETE
104567	Hisham Kamal eldin	Passenger	Male	
	Nadia Hisham	Passenger	Female	

You had added all the passengers information, please Continue

[BACK](#) ☒ I had read and accept the [Terms Et Conditions for Off-Campus Bus](#) [CONTINUE](#)

- You must read the Terms & conditions by clicking the link

- An online bus booking reservation form must be completed.
- Passengers are required to check their booking confirmation contains correct information.
- Passengers must be at the bus departure point no later than 15 minutes.
- Passengers are advised of the need to arrive at the bus 15 minutes prior to the scheduled bus departure time. Passengers arriving late may have their seat cancelled and made available to any standby passengers.
- Valid KAUST photo ID must be presented and carried by all passengers together with booking documentation for checking when required.
- In accordance with Kingdom of Saudi Arabian, Ministry of Interior regulations do not permit non-Muslims entry to Makkah and Madinah. KAUST therefore does not permit non-Muslims to travel on the Makkah and Madinah buses.
- Where a booking has not been made and a KAUST community member arrives at a bus stop either inside or outside KAUST, seating will be subject to availability with booked passengers having priority seating.
- Where a round trip is booked and a passenger does not attend the first leg of the journey, KAUST will automatically cancel the 2nd leg journey.
- Children under 12 years of age must be accompanied by an appropriate adult.
- Tickets are valid for the named passenger only and are not transferable.
- Responsibilities of passenger's belongings remains within the passenger and not the bus driver or transportation staff.
- Luggage's without passengers is restricted.
- Eating, Drinking Et Smoking is prohibited on board the vehicles.
- It is prohibited to carry or transport dangerous or illegal items on KAUST buses and which includes liquids. The carriage restriction also applies to all animals including fish and birds.
- Passengers are required to comply with the terms and conditions of travel on KAUST transportation. Any misuse of transportation assets by passengers will be addressed, as necessary, to KAUST transportation.

[CLOSE](#)

- Click the close button.
- Accept it by clicking the check box and then Click continue which will be enabled after your approval.



Passenger information

KAUST ID	PASSENGER NAME	TYPE	GENDER	DELETE
104567	Hisham Kamal eldin	Passenger	Male	
	Nadia Hisham	Passenger	Female	

You had added all the passengers information, please Continue

☒ I had read and accept the [Terms & Conditions for Off-Campus Bus](#)

- Back button in the right side allow you to go back to the previous screen.

## 5 # your reservation was created



Reservation information


Name	KAUST ID	From	To	Departure date	Departure time	Ticket Number	Ticket type	Trip Code	Ticket Type
Hisham Kamal eldin	104567	KAUST Bus Station	Madinah	10/06/2016	07:30:00	01640541629	Internal Ticket	00003	Full
Hisham Kamal eldin	104567	Madinah	KAUST Bus Station	11/06/2016	17:00:00	01640541630	Internal Ticket	00003r	Full
Nadia Hisham		KAUST Bus Station	Madinah	10/06/2016	07:30:00	01640541631	Internal Ticket	00003	Full
Nadia Hisham		Madinah	KAUST Bus Station	11/06/2016	17:00:00	01640541632	Internal Ticket	00003r	Full

- To print your tickets click on the button DOWNLOAD AS PDF and then print the ticket
- You can start booking new reservation by clicking the left button.


## 6 # email notification

You will receive an email notification on your email containing three parts as the following:

### 1- Reservation No. and trips information



Through Inspiration, Discovery  
King Abdullah University of Science and Technology



سابتكو  
SAPTCO  
Saudi Public Transport Company

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**Confirmed Reservation**

Your reservation number **10286815** is now confirmed and its details are as following :

**Reservation Details**




Trip Number	Departure Station	Arrival Station	Departure Time	Arrival Time
00003	<b>KAUST Bus Station</b>	<b>Madinah</b>	10/06/2016 07:30:00	10/06/2016 12:50:00
r00003	<b>Madinah</b>	<b>KAUST Bus Station</b>	11/06/2016 17:00:00	11/06/2016 22:20:00

**حجز مؤكد**

حجزك رقم **10286815** الآن مؤكداً وبياناته كالتالي :

**تفاصيل الحجز**

### 2- Passengers information

Passengers Details				بيانات المسافرين
Passenger Name	KAUST Id	Ticket Type	Direction	Ticket Barcode
Hisham Kamal eldin	104567	Full	Madinah & KAUST	 01640541629
Hisham Kamal eldin	104567	Full	KAUST & Madinah	 01640541630
Nadia Hisham	N/A	Full	Madinah & KAUST	 01640541631
Nadia Hisham	N/A	Full	KAUST & Madinah	 01640541632

### 3- The Notice to passengers



#### Notice to Passengers

- Passengers should be at the departure point no later than 15 minutes prior departure.
- Passengers must show their photo ID documents at the departure station.
- It is prohibited to carry dangerous and illegal items as well as any animals, fish, birds and liquids.
- The Company is not responsible for any loss or damage to passengers luggage.
- KAUST Off-Campus bus Terms & Condition must apply.

For more information you may contact: 012-808-5222 or +966(0)553472226  
For comments or suggestions you may send email to [BusServices@kaust.edu.sa](mailto:BusServices@kaust.edu.sa)





## Manage Reservation

Manage Reservation functions are:

- **Transfer the ticket** to another available trip.
- **Cancel the ticket.**
- **Re-print the tickets.**

All these functions will be thru entering the reservation number and reservation email as the below

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King Abdullah University of Science and Technology

 **سابتكو**  
SAPTCO  
Saudi Public Transport Company

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### Book your trip

Transportation Services provides for the KAUST Community online booking system for their trips to Jeddah, Makkah and Medina.


#### Ticket reservation


Direction ☐ One way ☒ Round trip

Departure from  Arrival to

Departure Date  Passengers  Infants

- Click the Manage Reservation button.

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 **سابتكو**  
SAPTCO  
Saudi Public Transport Company

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### Manage Your Reservation

Transportation Services provides for the KAUST Community online booking system for their trips to Jeddah, Makkah and Medina.

#### Manage Reservation

Reservation number \*  E-mail \*





Enter Reservation number from your email or from your ticket, enter your email address which you used on making the reservation.



- Click search.

PASSENGER NAME	FROM	TO	DEPARTURE DATE	DEPARTURE TIME	TICKET NUMBER	STATUS	TRANSFER	CANCEL
Hisham Kamal eldin	KAUST Bus Station	Madinah	10/06/2016	07:30:00	01640541629	Confirmed		
Hisham Kamal eldin	Madinah	KAUST Bus Station	11/06/2016	17:00:00	01640541630	Confirmed		
Nadia Hisham	KAUST Bus Station	Madinah	10/06/2016	07:30:00	01640541631	Confirmed		
Nadia Hisham	Madinah	KAUST Bus Station	11/06/2016	17:00:00	01640541632	Confirmed		

[DOWNLOAD AS PDF](#)

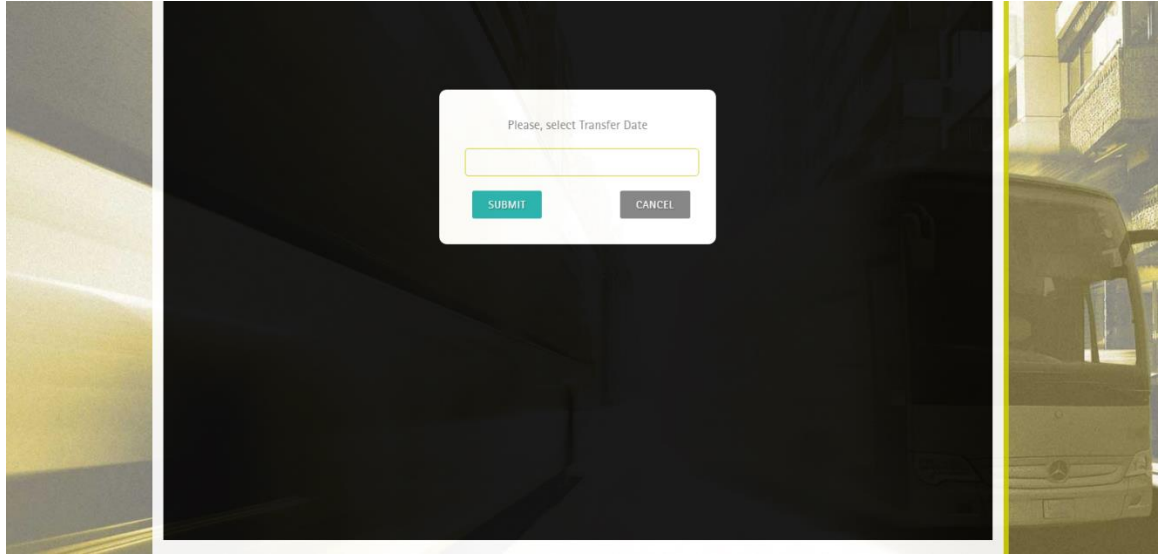
The ticket(s) will be displayed as it shown above, you can click cancel to cancel ticket by ticket or the calendar icon for transfer or click Download as PDF to print the tickets.

Note: Return ticket(s) will be disabled, you can't cancel or transfer return ticket. Only you can cancel or transfer going ticket and its related return ticket will be cancelled or transferred to its related return trip automatically.

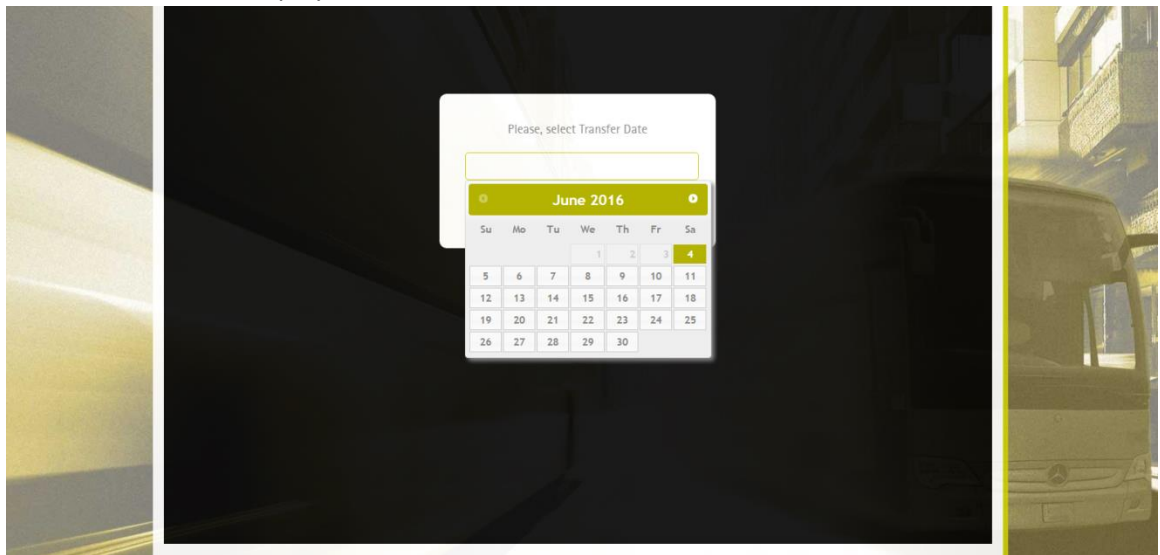
## 1 # Transfer the ticket

- Click on the calendar (transfer column) for the ticket which you want to transfer

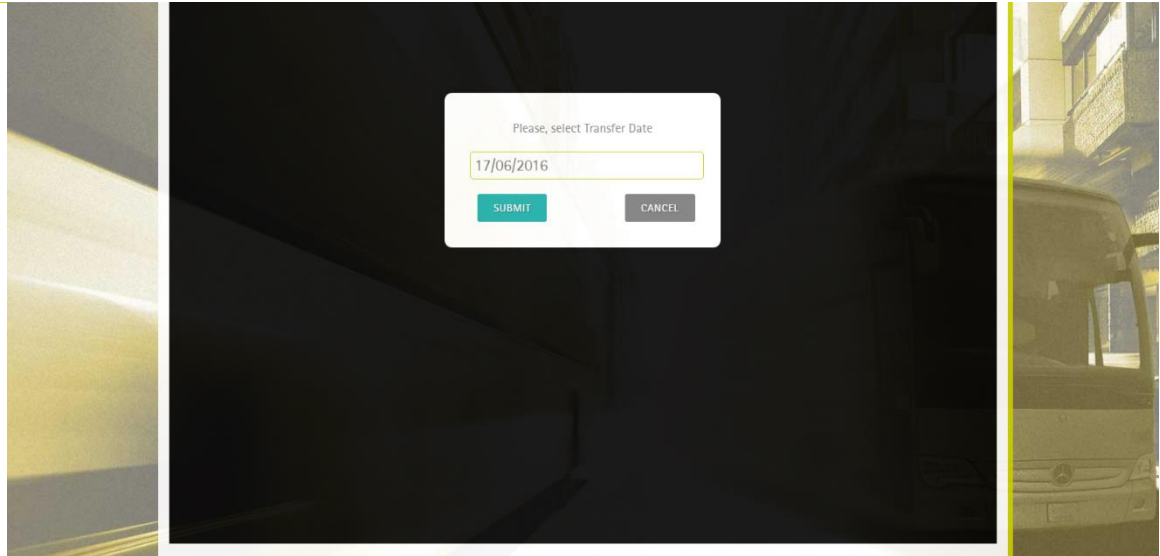
- A popup screen will be displayed



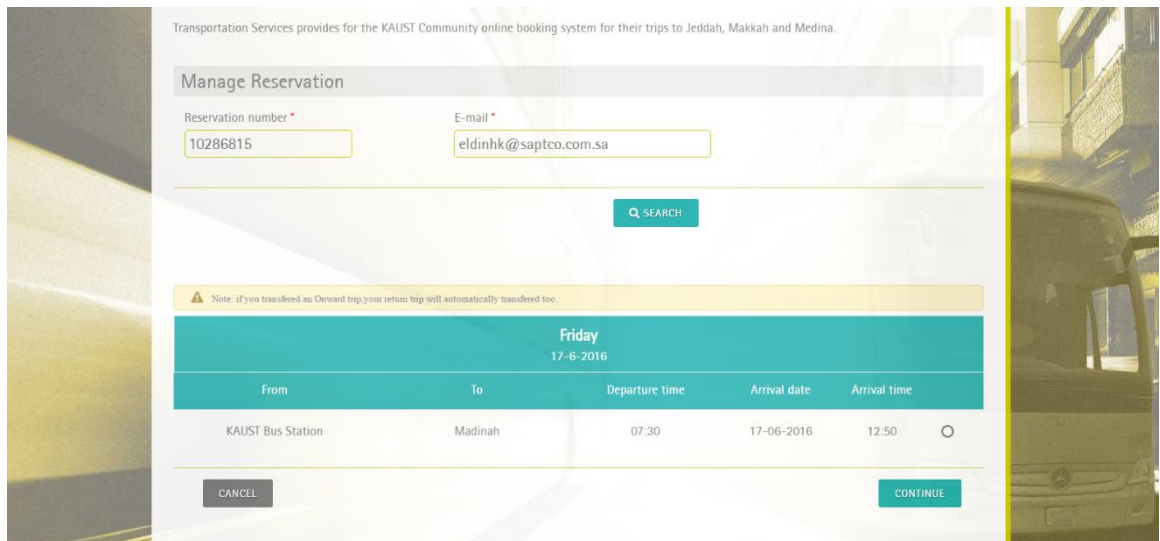
- Click on the date to display the calendar



- Select the departure date and click on it



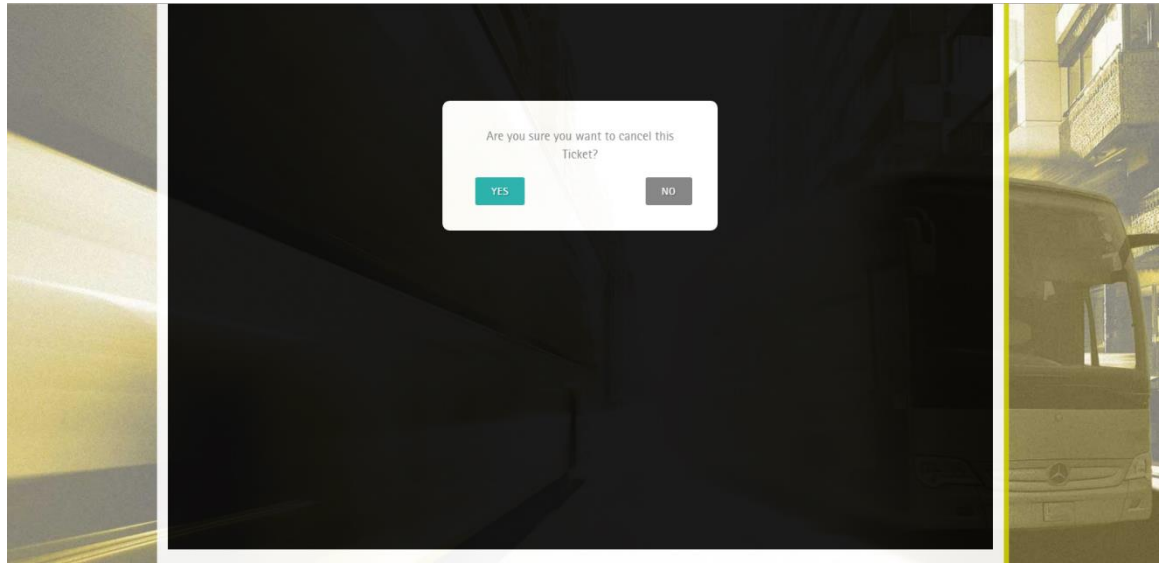
- Click Submit



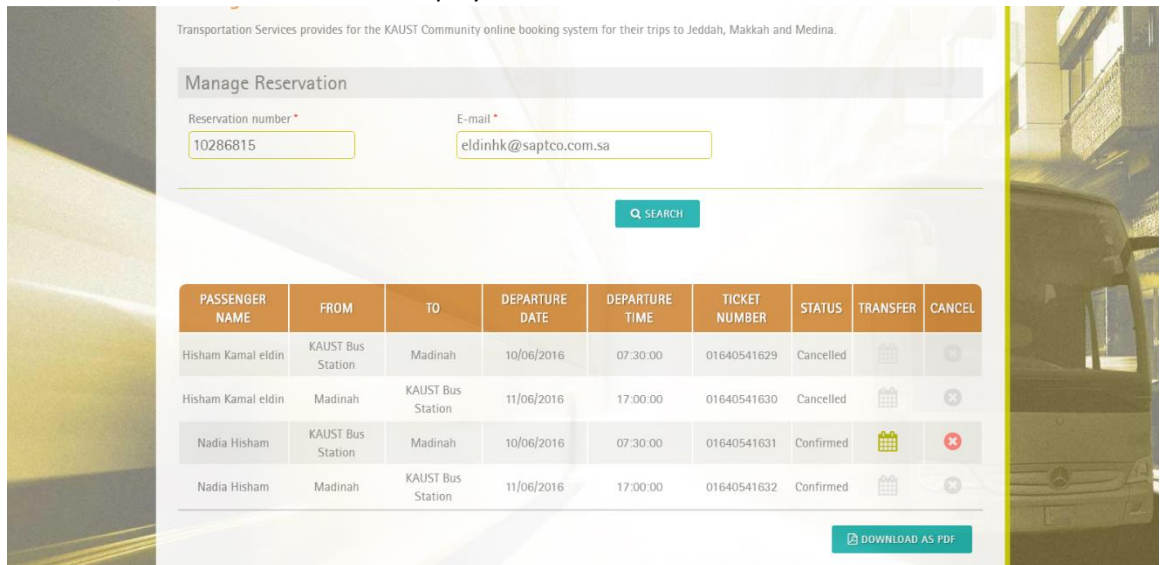
- If trips are available on your selected date, results will be displayed. Select the trip and click continue. Your ticket will be transferred successfully.  
Note: If your reservation is round, the related return ticket will be transferred automatically.
- The first screen of the reservation will be displayed containing the changes of new trips and also the return tickets will be changed to the new trips.
- You can click cancel button to ignore the changes.

## 2 # cancel the ticket

- Select the ticket and then Click on the cancel, the below popup screen will be displayed for the confirmation.



- Click YES , the first screen will be displayed as follows:



Now it is canceled and the seat was released and available for new reservation.

### 3 # Reprint the tickets

- Click on Download as PDF

File name: 10286815  
Save as type: Adobe Acrobat Document  
Save Cancel

The above screen is to save the PDF file, enter the file name if you want to change it and then click save.

04/06/2016 7:43:02PM

Saudi Public Transport Company  
الشركة السعودية للنقل الجماعي

From / من KAUST Bus Station	To / إلى Madinah	KAUST ID / رقم كايست 104567	Passenger Name / اسم Hisham Kamal eldin
		Reservation NO / رقم الحجز 10286815	Ticket No / رقم التذكرة 01640541629
Arrival Time / وقت الوصول 10/06/2016 12:50		Departure Time / وقت المغادرة 10/06/2016 07:30	
		Trip No / رقم الرحلة 00003	Reserved By / تم الحجز من قبل 104567 KAUST ID / رقم كايست
		Hisham Kamal eldin Name / اسم	

**Notice to Passengers**

- Passengers should be at the departure point no later than 15 minutes prior departure
- Passengers must show their photo ID documents at the departure station
- It is prohibited to carry dangerous and illegal items as well as any animals, fish, birds and liquids
- The Company is not responsible for any loss or damage to passengers luggage
- KAUST Off-Campus bus Terms & Condition must apply

For more information you may contact: 012-886-5222 or +966(0)55347226  
For comments or suggestions you may send email to [BusService@kaust.edu.sa](mailto:BusService@kaust.edu.sa)

Now you can print all or ticket by ticket.