



UQ Online Booking Tool Cluecard

Accessing the UQ Online Booking Tool

- Access the UQ Online Booking via the UQ Travel website <https://travel.uq.edu.au/>
- Click the tab '[Online Booking Tool](#)'
- UQ travellers can log onto the Online Booking Tool with Single Sign On (SSO). SSO uses your UQ credentials (UQ Username/ Kerberos ID & Password)
- You will need to ensure you have logged into the UQ intranet (Internet Management Service) before you access the [Online Booking Tool](#).

To do this you will need to:

1. Log in to the UQ [intranet](#); the IMS screen will appear, click 'Agree and Continue'.
2. A login confirmation screen will appear. Click the green button to continue.
3. To update the frequency of this login to weekly instead of daily, select the 'Preferences' tab before you click the green button.
4. Select the weekly login option and save your preferences. Go back to the 'Login' tab and select the green button.

Staff unable to access the UQ Online Booking Tool will need to contact the Campus Travel Team on 07 3393 8855

Updating your Personal Information

UQ Traveller profile information is passed to Campus Travel via an overnight feed from the UQ HR system Aurion. Please ensure your details are up to date in Aurion first as this will always override what's in the Campus Travel system.

Editing to your profile

- Click 'My Profile' tab > Click 'Edit Profile' > Edit the required fields, **ensuring your name is per your passport and a mobile number is provided** > Click 'Save'
- Adding passport/visa information Click 'My Profile' tab > Click 'Passport/Visa' tab > Click 'Add Passport/Visa' > Complete the form > Click 'Add'
- Adding frequent flyer details, seating or other preferences Click 'My Profile' Tab > Click 'Preferences' tab > Click 'Add Preference' > Complete the form > Click 'Add' the form > Click 'Add'

Core User Roles

- Traveller – View, Create, Modify bookings for themselves
- Travel Coordinator – View, Create, Modify bookings for travellers
- If you require Travel Coordinator access or to book a non-UQ employee please contact the UQ Travel Team via email travel@uq.edu.au

How to add Travellers to My Profile (Travel Coordinator only)

- From the Home page, click 'My Profile'
- Click 'Travel Coordinators'
- Click 'Add My Traveller'
- Search by Traveller's Surname or Network ID (Kerberos ID)
- Select your traveller and click 'OK'

You will now be able to book for and amend this Traveller's profile.

Create a Booking

- From the Home page, click 'Booking'
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- Click 'OK'
 - Complete Initial Setup details as required
 - Click 'Next'

Booking a Flight

- From the Air Selection page, select number of segments
Note: see Additional Flight Selection criteria below
- Select Cities, Date and Time for all segments
- Click 'Search for Availability'
- Select a Departure Flight/Fare
- Select a Return Flight/Fare
- Click 'Next'
- Read Fare Rules – click 'Accept'
- If you have selected a 'Break Policy' fare, you will be required to select a reason.
- Click 'Next'

Adding Hotel During the Booking Process

Note: If 'Hotel' was selected in the Initial Setup screen then the 'Hotel Selection' screen will automatically display. If not:

- On the 'Summary' screen click 'More Actions'
- Click 'Add Hotel'
- Enter Check-In/Check Out dates
- Select City
- Enter search by criteria; Location, Office, Address (can enter full address or suburb) or Name
- Click 'Search for Hotel Availability'
- Select 'Room Type' – click 'Next'
- Enter a special request if required – click 'OK'



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Adding a Rental Car During the Booking Process

Note 1: If 'Car' was selected in the Initial Setup screen then the 'Car Selection' screen will automatically display.

- On the 'Summary' screen click 'More Actions'
- Click 'Add Car'
- Select Pick Up City, Date and Time
- Select Drop Off Date
- If required, use 'Advanced Options' to amend drop off location other than the airport
- Select Car Company from drop down
- Select Pick up depot
- Select Drop off depot
- Click 'Search for Car Availability'
- Select Car Type – Click 'Next'
- Enter a Special Request if required – Click 'OK'

Adding a Transfer

- On the Summary screen click 'Transfers' on the purple menu bar
- Select the supplier for the segments you require transfers from the drop down menu
- Enter dept/arr info for segment required
- Click the 'Find Transfer' button and select the appropriate option
- Accept the Terms and Conditions, enter your mobile number, any instructions and click 'Finish'

Land Only Bookings

The same method outlined below should be followed for creating land only bookings.

Complete the Booking

- From the 'Summary' screen complete highlighted fields (Additional details tab)
- Enter the following information:
 - Project Number (if required)
 - Fund Code (if required)
 - Instruction to finance or Free Format Tag (FFT) if required
 - Travel Approver (supervisor) name (mandatory)
 - Notes to Travel Agent /Itinerary (if required)
 - Compulsory fields will be highlighted red
- Click 'Finish'

Place a Booking on Hold

- Follow the Create a Booking steps, stop at the 'Summary' screen
- From the 'Summary' screen click 'Hold Booking'

Hold Booking

- Please note this does not hold a confirmed itinerary or confirm your booking
- Prices are not secured until booking is confirmed

Confirming an On Hold Booking

- Under 'Bookings' on your home screen, click 'View bookings requiring your attention'
- On hold bookings will be displayed – click 'Resume' to book or 'Cancel' to cancel
- If a portion of the itinerary is no longer available you will be taken back to the 'Bookings' screen to start the process again

Flight Information Icons



Click the airline icon for flight information



Private fare



Instant purchase fare



Baggage included in fare



Best available fare



Return fare



Click for detailed fare rules

Booking Status Icons



Pending authorisation



Authorised



Pending cancellation



Declined



Cancelled



Ticketed

Booking Type Icons



Serko® Online Booking



Travel Agency Booking



Original Booking taken over by TA



Custom Booking