



Online Booking Platform User Guide



Welcome to your new online booking platform. Designed to make the travel booking experience faster, easier and more personal, Savi is the next generation in online booking.

Important to note: The online booking platform will time-out after 20 minutes. If time-out happens please re-enter the online booking platform via the link on the UQ travel website. Do not attempt to complete the booking as the booking will error.

Make a booking

Create a booking

- On the Savi Dashboard, click **New Booking** or in the menu on the left-hand side click **Bookings** then select **Create New Booking**
- Search and/or Select Traveller – Click **Apply**
- Select **Fly/Stay/Transfer/Drive** icons to enable Savi to automatically build your itinerary based on your Fly search criteria.

Booking flights

- Select **Cities, Date, Time** for first flight
- If returning to original departure city, click **Going Home?** on the return segment, or select **City, Date and Time**

Book a hotel

- On the **Setup** page, if the **Stay** icon was selected when searching for air, the hotel segment will pre-populate based on your arrival city
- To edit this segment, click **Edit** and select search filter from options: **Location/Office/Address/Name/Previous Stay** or move radius icon on the map and click **Apply**

Book a rental car

- On the **Setup** page, if the **Drive** icon was selected when searching for air, the rental car segment will pre-populate based on your arrival city
- To edit this segment, click **Edit** and select search filter from options: **Pickup Address/Dropoff Address** or move radius icon on the map and click **Apply**

Manual itinerary creation/adding additional segments

- On the **Setup** page, to manually build your itinerary or to add additional segments to an automatically built itinerary, click the **+** icon to create additional travel legs (max. 5 sectors).

Other booking notes:

- Once itinerary has been built on the Setup page, click **Continue to Itinerary**.
- See *Finalise itinerary* step below once you've selected your itinerary options.
- To amend your search criteria click **Setup** on the menu bar at the top of the page.

Select departing flight

In Suggested view

- Select flight from tiles displayed
- Then select required fare and click **OK**

In List view

Note: List view displays all available flight options

- Filter results as required
- Select flight and click **OK**

In Grid view

- Select flight and fare from tiles displayed
- Then select required fare and click **OK**.

Select a hotel

In Suggested view

- Select hotel from tiles displayed
- Then select required rate and click **OK**

In Map view

- Select hotel from the list on the left or the map on the right
- Choose room rate and click **Select**

In List view

Note: List view displays all available hotel options

- Filter results as required
- Select hotel and room rate, and click **OK**.

Note: Check-in/Check-out times are on request only.

Select a rental car

In **Suggested** view

- Select car type from tiles displayed
- Then select required rate and click **OK**

In **Map** view

- Select car supplier and pick up location from the list on the left or on the map on the right
- Choose car rate and click **Select**
- Click **OK**

In **List** view

- Filter results as required
- Select car type and click **OK**.

Finalise itinerary

- If you don't need to book any extras, click **Express Checkout**
- If you do require extras, click **Continue to Extras**

Add Extras

- If seat selection is available for the flight, you can select a seat by clicking **Select Seats** and then clicking **Add**
- Select preferred seat and click **Save**
- To request a meal, click **Add Meal Requests** and then click the meal dropdown list next to each travellers name and select the required meal
- Repeat above steps for each segment and once complete, click **Continue To Confirm**

Complete the booking

- On the **Confirm** page check itinerary details are correct for each segment.
- All travel will be paid for automatically by the UQ Travel Account and charged to the traveller's default chart string in ProMaster (UQ's expense management system).
- Under the **Special Requests and Additional Information** section, click **Add Details** for each section and enter in required information.
- Under the **Corporate Compliance** section click **Submit Reason** and add break policy reason for each segment that is out of policy.
- Under the **Corporate Compliance** section, check that there is a green tick next to **Additional Information**. If there is an amber exclamation mark, click on it and it will take you to the field that needs to be completed before you can finalise your booking.
- Once all details have been completed, **Read and accept rules and terms and conditions** by clicking the tick box.
- Click **Book**.

Note: Payment for any travel of a personal nature should be made directly to FCM at the time of booking and must not be charged to the University.

Save a draft of your booking

- On the booking confirmation screen, scroll down to the bottom of the page and click **Save as Draft**.
- Click **Accept** on the pop-up screen.
- The booking can be found and resumed in the **Drafts** section of the **My Bookings** widget on the Savi dashboard.

Using an airline credit

- Create a new Savi air booking
- On the availability results screen, you can click the dropdown arrow in the Available credits section in each air segment to view applicable credits
- On the booking confirmation screen you will notice that Savi has already selected an applicable credit. If you don't wish to use a credit for this booking, click the toggle next to the credit so that it displays N/A
- If you wish to use a different credit, click the drop-down arrow below the credit that has automatically been applied, select the credit you wish to use and click **Save**
- Complete booking as per normal process.

Car only bookings

- Deselect **Fly** and click **+**
- Click **Add a Rental Car**
- Select **Pick-up City, Dates and Times**
- If **Drop-off City** is different from **Pick-up City**, click **Edit** and add **Drop-off City**
- Click **Continue to Itinerary**

Hotel only bookings

- Deselect **Fly** and click **+**
- Click **Add a Hotel**
- Select **City, and Check-in/Check-out Dates** for hotel booking
- Complete booking using same method as bookings with air component
- Click **Continue to Itinerary**

Note: Check-in/Check-out times are on request only.

Booking documentation and history

Print a booking

- On the Savi dashboard, click **Bookings** then click **Manage Bookings** or click **View All** in the **My Bookings** widget
- Search for booking and click the **PNR Number**
- Click **Manage** then select **Manage Booking**
- Click **Print** – select **Document Type & Travellers**
- Click **Print Preview**

Email booking details

- On the Savi dashboard, click **Bookings** then click **Manage Bookings** or click **View All** in the **My Bookings** widget
- Search for booking and click the **PNR Number**
- Click **Manage** then select **Manage Booking**
- Click **Email** – select **Document Type And Travellers**
- Select recipient or type email address
- Type a message if required – click **Send Email**.

Note: For Print a Booking and Email a Booking functionality, the online booking platform will divert back to the original Serko classic view. Once you have either printed or emailed the itinerary information to navigate back to the Savi dashboard, simply use your back arrow functionality. This will take you back to the Savi dashboard.

View the audit trail

- On the Savi dashboard, click **Bookings** then click **Manage Bookings** or click **View All** in the **My Bookings** widget
- Search for booking and click the **PNR Number**
- Click **Activity**
- View information.

Create a booking - non UQ Staff

When booking for a non UQ traveller, you must ensure that they have a guest profile created in FCM HUB prior to processing their booking through Savi.

- If the Non-UQ traveller does not have a FCM HUB profile, you will need to reach out to your **Travel Arranger** to create the profile on your behalf.
- Contact **UQ travel** for your Travel Arranger information.
- Ensure you have the following information about the Non-UQ traveller prior to requesting a guest profile:
 - **Unique email address (this cannot be your email)*
 - **Name and Surname*
 - **DOB*
 - **Mobile phone number*
 - **Airline membership details (if applicable)*
- On the Savi Dashboard, click **New Booking** or in the menu on the left-hand side click **Bookings** then select **Create New Booking**
- Search and/or Select Traveller - Click **Apply**
- Select Fly/Stay/Transfer/Drive icons to enable Savi to automatically build your itinerary based on your search criteria.

Savi Select

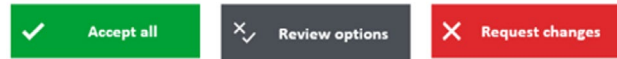
Make itinerary recommendations to other travellers

- Follow *Make a Booking* step above.
- In the top right hand corner of the **Itinerary** page, click the **Savi Select** toggle
- Click **Shortlist** on the **Air/Hotel/Car/Transfer** options you wish to recommend. Click **Send to Traveller**
- Complete additional information required in the **Send to Traveller** pop-up window. Click **Send**
- The Savi Select booking will be saved in **Drafts** to resume once the traveller responds with their preferred options.

Traveller email landing page – itinerary details

The default view for the Traveller Landing Page is the 'Collapsed View' which gives an overview of the selected itinerary options.

On first opening the page, the Arranger's recommendations are selected and displayed.



- **Accept All** takes the user to the Traveller Landing Page 'Accept Itinerary' flow
- **Review Options** takes the user to the Traveller Landing Page 'Collapsed View'
- **Request changes** takes the user to the Traveller Landing Page 'Request Changes' flow

Page components

- Trip destination and dates
- Blue info message with instructions
- Notes from the Arranger (that they entered in the Send to Traveller pop-up window)
- Travellers
- Collapsed Flight, Car and Hotel cards – showing:
 - details of the currently selected option for each card – which by default are the Arranger's recommendations
 - how many options there are for the Traveller to choose from
 - cost details will be suppressed if that option was chosen by the Arranger
- Request Changes and Next buttons

The Traveller can use the down arrow or options links to drill into each Flight, Hotel or Car sector to view details of the selected option, or select alternatives.

Flight, Hotel and Car Details

As the user swipes through the options they can:

- **SELECT** the option currently in view – this takes the user back to collapsed view which is refreshed to reflect the newly selected option
- **SWIPE** left or right to other options
- **GO BACK** to collapsed view without changing selections
- **EXPAND** the fare options dropdown and choose another fare – after which they must **SELECT** that flight to save this flight/fare change
- **REQUEST CHANGES** if none of the options are suitable – this takes them to the Request Changes flow below

Accept Itinerary

The Traveller can enter the **Accept Itinerary** flow from either:

- the **Accept All** button in the Traveller Email (which takes them directly into the Accept Itinerary screen)
- the **Next** button at the bottom of the collapsed view

After entering a comment (which is optional in this flow), they will be shown an Email Sent confirmation screen.

Closing this takes them back to the collapsed view with the success message, and the trip details visible but read only.

The user can drill into the detail of the selected option (only), but it is also read only.

Request Changes

The Traveller can enter the Request Changes flow from either:

- The **Request Changes** button in the Traveller Email (which takes them directly into the Request Changes screen)
- The **Request Changes** button at the bottom of the collapsed view

After entering a comment (which is mandatory in this flow), they will be shown an Email Sent confirmation screen.

Closing this takes them back to the collapsed view with the Changes Requested message, and the trip details hidden.

Recommended itinerary – arranger

- Navigate to **Bookings** in Savi dashboard
- Select **DRAFT**

The Arranger can resume the draft in various ways:

- The Drafts tab on the **My Bookings** widget on the Dashboard
- The Drafts tab in **Manage Bookings**
- The ID link in any of the **Savi Select** email footers
- The **Continue Booking** button in the **Itinerary Accepted** email from the Traveller
- The **Edit Itinerary** button in the **Changes Requested** email from the Traveller


When the Arranger resumes a Savi Select draft they are taken to the Recommended Itinerary page. The state will depend on where in the process they are.

In all cases, the Arranger's Recommendations and Alternatives are visible when they toggle into Savi Select mode.

Icons Quick Reference Guide









Savi makes understanding the itinerary recommendations page easy via a number of icons. These icons can be found on air, car, hotel and transfer segments.

Hover over the icon to discover more information:










Recommended because:
Lowest fare for your preferred carrier near your specified departure time

Policy & Recommendations




- | | | | |
|---|---------------|---|----------------------|
|  | Shortlisted |  | Corporate Preferred |
|  | Recommended |  | Private Fare or Rate |
|  | Out of Policy |  | Previously Stayed |
|  | Non-Preferred |  | Preferred |

Alerts

- | | | | |
|---|-------------------|---|-------------------------------|
|  | Potential Savings |  | Air Credit Available |
|  | Best Rate |  | Pay Now
(Instant Purchase) |
|  | Non-Refundable |  | Refundable |
|  | Unlimited Mileage | | |

Hotel Rate Sources

Some hotel options may include an icon next to the room rate. This indicates the rate has been sourced via a hotel aggregator. In this example, EAN is the source. These rates will often require instant purchase and include restrictions on refundability.

<p>Room 1 King Bed. View (Hinterland view) Rate rules</p>	  	<p>from \$203.00 per night</p>	<p>SELECTED</p>
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