



# 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 traveller's 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 Platform prior to processing their booking through Savi.

- If the Non-UQ traveller does not have a FCM Platform 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

Recommended

Out of Policy

Non-Preferred



Corporate Preferred



Private Fare or Rate



Previously Stayed



Preferred

### Alerts



Potential Savings



Best Rate



Non-Refundable



Unlimited Mileage



Air Credit Available



Pay Now  
(Instant Purchase)





Refundable

### 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.

Room 1 King Bed.  
View (Hinterland view)  
Rate rules





from  
\$203.00  
per night

**SELECTED**