



## WoAG Travel Advice 2016/27: International Online Booking Tips

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Did you know? ... You can quote, hold, book and manage international air travel for up to six destinations **online!**

Dear Entity Travel Manager

This advice provides information and tips for booking official international air travel online via AeTM.

Almost 18 months have passed since QBT commenced as the sole travel management company. Entities are now accustomed to the arrangements and focus is shifting towards options for further savings and efficiencies. The ability to book international travel online presents an opportunity for entities to save money and time.

During 2015/16 approximately 15% of international bookings were made online. This is a significant achievement considering the functionality is relatively new. However, our recent QBT Customer Satisfaction Survey revealed that 50% of respondents were yet to use AeTM to make an international booking.

AeTM can be used to book international travel that includes up to nine travellers and up to six destinations. Online bookings enable Travel Arrangers to take advantage of AeTM's *On Hold* functionality, which permits seats to be reserved until the fare is due for ticketing. This feature is particularly useful for international trips as fares are secured (and will not change in price<sup>1</sup>) while departmental approval is being considered. For more information about AeTM's *On-Hold* functionality see *WoAG Travel Advice 2016/13 AeTM On Hold Bookings*.

Domestic and international booking processes within AeTM are similar. Travel Arrangers who have used AeTM to book domestic travel will find the international booking flow familiar, however international search results are displayed slightly differently to accommodate the increased connection choices and multi-carrier options.

WoAG Travel suggests considering the following options when booking international travel via AeTM:

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<sup>1</sup> Subject to airline policies and airfare conditions. Please check airfare terms and conditions.

## **Search window**

Consider expanding your search time window to 12 hours to view all available flight options for a

24-hour period (12 hours either side of your search time). This may highlight alternate flight options that represent better value for money (i.e. direct services).

Keep in mind that using a large search window for a frequently serviced route (i.e. Sydney to Los Angeles) may return a high number of search results.

## **Direct services**

Direct services (where available) may offer better value for money as they generally have a shorter duration and eliminate stop-overs.

## **Departure time**

Alternate flight departure times may present additional benefits. For example, leaving Australia late at night could allow travellers to sleep during the flight, adjust to alternate time-zones and possibly avoid the cost of overnight accommodation. Overnight direct services from some ports may also be exempt from airport curfews.

When selecting flights to maximise value for money remember to keep the traveller's welfare and business needs in mind.

WoAG Travel and QBT are enthusiastic about increasing the use of AeTM for simple international bookings. We ask that Travel Managers encourage their Travel Arrangers to make international bookings online whenever possible.

If you or your Travel Arrangers would benefit from further AeTM training, please contact your QBT Account Manager. Additionally, WoAG Travel welcomes feedback or improvement suggestions regarding AeTM, e.g. functionality, ease of use etc.

Please contact the WoAG Travel team if you have any questions or require further information.