SAVI

ONE STEP AHEAD

User Guide

Welcome to Savi - 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.

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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 or click **Add Guest Traveller** to add a new 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

- 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** or move radius icon on the map and click **Apply**.

Book a car

- If the **Drive** icon was selected when searching for air, the 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

- To manually build your itinerary or to add additional segments to an automatically built itinerary, click the **+** icon and select **Segment Type**.

Once itinerary has been built, select cost centre and policy if applicable and click **Continue to Itinerary**.

Select departing flight

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

In **List** view
- 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**.

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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 on the map on the right
- Choose room rate and click **Select**

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

Select a 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**.

Note: Click **Setup** to amend your search criteria.

Air only bookings

- The same method should be followed as bookings with land component
- Click **+** to create additional segments (max. 5 sectors)
- Select flight for each individual segment in the **Itinerary** page.

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**
- Complete booking using same method as bookings with air component
- Click **+** and repeat above steps for each additional segment (max.5 sectors).

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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**
- Complete booking using same method as bookings with air component
- Click **+** and repeat above steps for each additional segment (max.5 sectors).

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

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

- For each applicable air segment, you can add seats 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** check itinerary details are correct and payment details have been completed for each segment
- 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, tick the box next to **I understand and accept all the rules and conditions** and click **Book**.

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Booking documentation

Print a booking:
- Click **Bookings** then click **Manage Bookings** or click **View All** in the **My Bookings** widget on the Savi Dashboard
- 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:
- Click **Bookings** then click **Manage Bookings** or click **View All** in the **My Bookings** widget on the Savi Dashboard
- 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**.

SMS booking details:
- Click **Bookings** then click **Manage Bookings** or click **View All** in the **My Bookings** widget on the Savi Dashboard
- Search for booking and click the **PNR Number**
- Click **Manage** then select **Manage Booking**
- Click **More Actions** – Select **Send SMS**
- Type a mobile number
- Type a message if required
- Click **Send SMS**.

Authorise a booking

Authorise a booking from Savi
- Click **Bookings** then click **Manage Bookings** or click **View All** in the **My Bookings** widget on the Savi Dashboard
- Search for booking and click the **PNR Number**
- Click **Manage**
- Select **Approve/Decline Trip**
- Click **Approve Trip** radio button
- Click **Submit**.

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Authorise booking by email

- Open the **Authorisation Email**
- Click **Approve Travel Request**.

Cloning a booking

- Click **Bookings** then click **Manage Bookings** or click **View All** in the **My Bookings** widget on the Savi Dashboard
- Search for booking and click the **PNR Number**
- Click **Manage** then select **Manage Booking**
- Amend **Initial Setup** details as required
- Click **Clone** button
- Complete **Additional Data** for new booking
- Select a **Return Flight/Fare**
- Click **Finish**.

Cancel a booking

Note: Cancel will not be available if your operational team has taken over the booking OR if it has the status of **Ticketed**.

- Click **Bookings** then click **Manage bookings** or click **View All** in the **My Bookings** widget on the Savi Dashboard
- Search for booking and click the **PNR Number**
- Click **Manage** then select **Manage Booking**
- Click the **Booking Number**
- Click **Manage** and select **Cancel Entire Trip**
- Confirm **Cancel**.

Custom booking

The Custom Booking creates a form for complex bookings to be worked on by your operational team.

- Click **Bookings** then click **Create Custom Request**
- Search and/or **Select Traveller** OR
- Click **Create Traveller** to add a new traveller – click **OK**
- Select **Cost Centre, Authoriser** and **Booking Type** – Click **Save Details**
- Add **Flight, Car, Hotel** and **Notes** as required
- Click **Submit Booking Request**.

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Change a booking

Note: The Change icon will not be available if the TMC has taken over the booking.*

- Click **Bookings** then click **Manage Bookings** or click **View All** in the **My Bookings** widget on the Savi Dashboard
- Search for booking and click the **PNR Number**
- Click **Manage** and select **Advanced Flight Changes**
- Enter **New Criteria**
- Click **Search for Availability**
- Select **New Components** – Click **Next**
- Select **Unused Ticket** if available (Air only)
- Read the **Fare Rules** – Click **Accept** (Air only)
- Select an **Authoriser** – Select **OK**.

*By default all sectors are selected for changing, if an individual sector requires changing, de-select the sector(s) that do not require changing.

Change an order number/authoriser/notes

- Click **Bookings** then click **Manage Bookings** or click **View All** in the **My Bookings** widget on the Savi Dashboard
- Search for booking and click the **PNR Number**
- Click the drop-down arrow in the **Booking Details** section
- Click the pencil icon next to the field you wish to change
- After you've made your changes, click **Save**.

View the audit trail

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

Search for traveller profile

- Click **Profiles** and select **Manage Profiles**
- Search by name or email address
- Select profile you wish to view.

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Save a booking as draft

- 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** or click **Add Guest Traveller** to add a new traveller – Click **Apply**
- Select **Fly/Stay/Transfer/Drive** icons to enable Savi to automatically build your itinerary based on your Fly search criteria
- Complete search criteria and click **Continue to Itinerary**
- Select **Air/Hotel/Car/Transfer** options and click **Express Checkout**
- On 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 then be found and resumed in the **Drafts** section of the **My Bookings** widget.

Making recommendations using Savi Select (travel arrangers only)

- 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** or click **Add Guest Traveller** to add a new traveller – Click **Apply**
- Select **Fly/Stay/Transfer/Drive** icons to enable Savi to automatically build your itinerary based on your Fly search criteria
- Complete search criteria and click **Continue to Itinerary**
- In the top right hand corner of the availability results 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.

Using a credit

- Create a new Savi air booking
- On the availability results screen, you can click the drop-down 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.