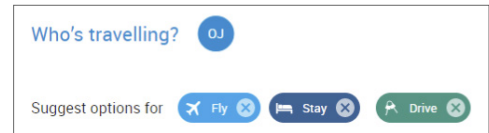


zeno

Quick Reference Guide for Travellers – AU & NZ

Create a booking

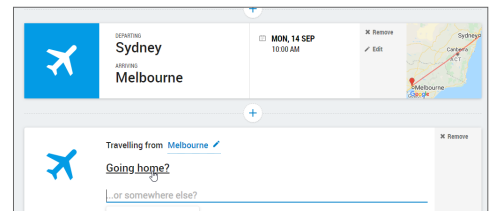
- Select **New Booking** to start the booking process
- Select the **travel options** using the Fly / Stay / Drive buttons



Itinerary Setup

Flights

- Select the **departure city / airport, date and time**
- If returning to the same location, select **Going Home?** link, or select an alternative **city / airport, date and time**
- If additional flights are required click the **+** icon to select **Add a Journey**



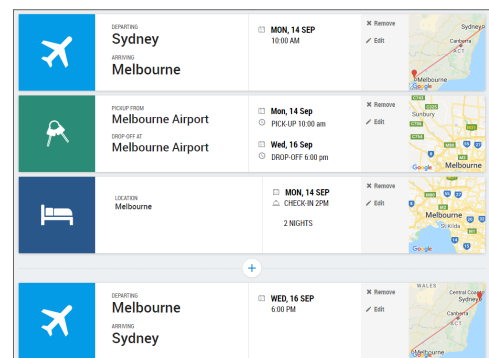
Rental car

If selected at the start of the booking process, rental car will be created automatically based on flight details. By default, the search location will be based on pick-up and drop-off at airport depots.

Accommodation

If selected at the start of the booking process, accommodation will be created automatically based on flight details. By default, accommodation search will be within a set radius of a registered office location. If no office exists in the arrival city, location search will default to CBD.

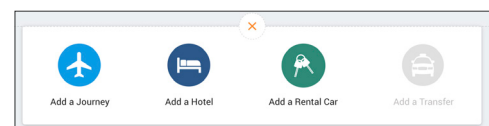
Note: To make changes to the default search for flights, rental cars or accommodation click Edit, make the desired changes, then click Apply.



Manually add segments

Note: If flights arrive in one city and depart out of another, rental cars and accommodation won't be created automatically, so you'll need to add details for these segments manually.

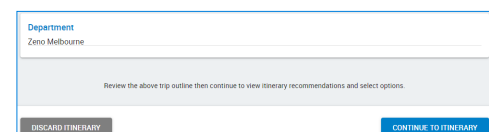
- Click on the **+** icon and select the required travel type
- Follow the prompts on-screen and enter the details as required



Complete Setup

- Your company travel program will determine if you're required to select a Cost Centre or policy
- To select an alternative cost centre, click in the cost centre field and begin to enter the Cost Centre name – a list will display to select from
- Click **Continue to Itinerary**

Note: If your company travel program doesn't allow your itinerary to be booked online, you'll be prompted to contact your travel expert to book on your behalf.



Recommended Itinerary

Your itinerary will be recommended based on your company travel policy. The itinerary page offers different view formats and will remember your selection to default to your preferred view for the next booking:

- Suggested View provides a quick option for selecting from a shortlist
- List View provides a full list of available options with filter and sort capabilities
- Grid View (flights only) is a more detailed overview of the Suggested view options
- Map View (accommodation / cars) provides the option to select rates based on location from a map view

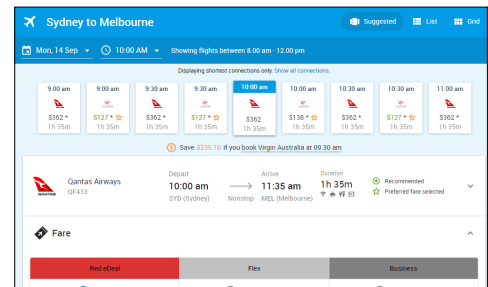
Note: Clicking the OK button for each segment is optional.

Select Flights, Car and Accommodation

Flights

- Select the required **flight**
- Select the required **fare**

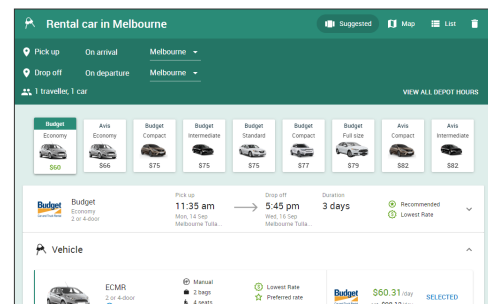
Note: Expand the rows in this section to view more information about a flight and its aircraft, as well as Fare Details which outlines fare attributes and rules.



Rental car

- Select the required rental car company and **car type**
- Choose **car rate** and **Select**

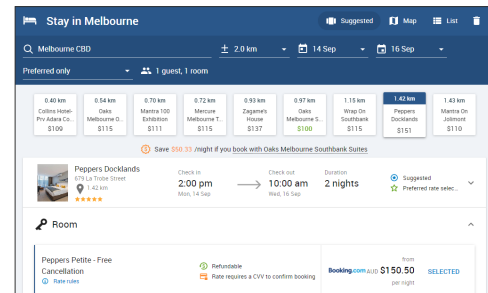
Note: A green ribbon across the corner of a tile highlights your company's preferred rental car supplier. Click Show More options (below vehicle row) for access to more rental car rates for the selected car company.



Accommodation

- Select the required **accommodation**
- Choose **room rate** and click **Select**

Note: A green ribbon across the corner of a tile highlights your company's preferred accommodation provider. Click Show More options (below room rates) for access to additional room rates for the selected accommodation.



Continue the booking

If a seat request, additional baggage allowance, special meal or car navigation is required, select **Continue to Extras**, otherwise select **Express Checkout** to skip this step and complete the payment for your booking.

Extras

The extras that are available to add are based on the airline and fare rules for the selected flight / fare.

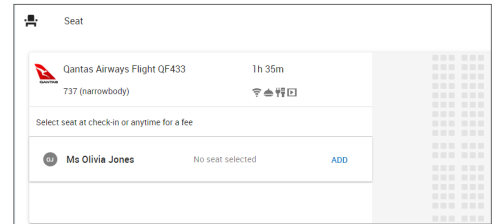
Note: The breadcrumbs at the top of the page can be used to navigate back to the itinerary.



Selecting Extras

Seat requests

- Click **anywhere on the Seat row**
- If the airline / flight supports seat maps:
 - Click **Add**, the seat map will be presented for that flight segment
 - **Select preferred seat**, then click **Save**
- If the airline / flight does not support seat maps:
 - Select the option of **window or aisle**, then click **Save**



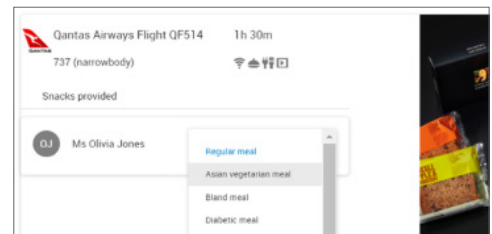
Baggage allowance

- Click **anywhere on the Bags row**
- If the airline / flight supports additional baggage:
 - Select the required **baggage** option from either the radio button or drop down
- Click **Save**



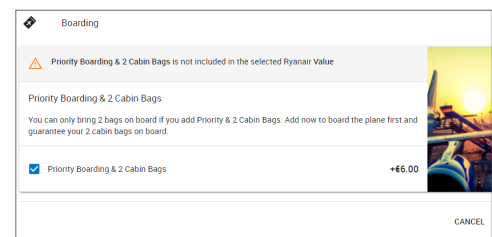
Meal requests

- Click **anywhere on the Meals row**
- If the airline / flight supports meal requests:
 - Select the required **meal** option from the drop down, then click **Save**



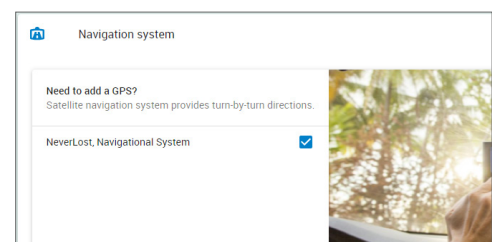
Priority boarding

- Click **anywhere on the Boarding row**
- If the airline / flight supports priority boarding:
 - Select the **check box**, then click **Save**



GPS navigation

- Click **anywhere on the Navigation System row**
- Select the **check box**, then click **Save**



Continue the booking

Select **Continue to Confirm** to complete the final stage of your booking.

Confirm

The Confirm page is where the traveller, itinerary and payment details can be reviewed. Depending on your company travel policy, there may be additional corporate compliance or reporting requirements that must be completed in order to submit your booking.

Complete the booking / payment

- Check the **traveller** and **itinerary** details are correct and **payment** details are completed
- The **Special Request and Additional Information** section provides the opportunity to add further booking details as required:
 - **Complete fields** as required
 - Click **Save**
- The **Corporate Compliance** section is a checklist to indicate all mandatory information for the booking:
 - For each row with an amber exclamation icon, **click on the row**
 - This will take you to the required area on the Confirm page
 - **Enter / Select the required details**
 - Click **Submit / Save**
 - The amber exclamation icon will now appear as a green tick
 - Complete each row until all items display the green tick
- Read and accept **Rules and Conditions:**
 - You may be required to acknowledge you have read and accept rules and conditions for the providers in the booking
 - You may be required to acknowledge instant purchase content, depending on the providers in the booking
- Click **Book**

Confirm and book your trip
Mon, 14 Sep - Wed, 16 Sep

1 Traveller
Ms Olivia Jones

Mon 14 Sep

Sydney to Melbourne
Qantas Airways - 10:00 am - 11:35 am

Rental car in Melbourne
Budget Rent A Car - 11:35 am Mon, 14 Sep

Stay in Melbourne
Oaks Melbourne On Market Hotel - 2:00 pm Mon, 14 Sep

Wed 16 Sep

Avalon Arpt to Sydney
Qantas Airways - 5:35 pm - 7:00 pm

Payment
How would you like to pay for your trip?

Qantas Airways 4111*****1111

Qantas Airways 4111*****1111

Oaks Melbourne On Market Hotel 4530*****4255

Budget Rent A Car

Icons quick reference guide

Icons are displayed across flights, hotels and rental cars to help you make fast, informed decisions about your selections. Below are some key examples of icons.

Policy & recommendations

- Recommended
- Shortlisted
- Corporate preferred
- Preferred
- Non-preferred
- Previously stayed
- Negotiated rate / fare

Alerts

- Lowest fare / rate
- Refundable
- Non-refundable
- Instant purchase
- Rate requires CVV to complete booking
- Out of policy

Inclusions

- Unlimited mileage
- Hybrid
- No loyalty benefits
- Breakfast not included
- Wifi not included
- No free parking