

USERS GUIDE

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Key:

NET	New England Travel
TA	Travel Agent
TBT	Travel Booking Tool
DFAT	Department of Foreign Affairs and Trade
L1-L3, L4, L5	DFAT risk levels

Be alert to own security	Exercise caution	High degree of caution	Reconsider your need to travel	Do not travel
Level 1	Level 2	Level 3	Level 4	Level 5

Introduction:

The Travel Booking Tool (TBT) is an electronic travel booking and approval system known as



The purpose is to streamline the booking and approval processes; from the initial booking enquiry, to quotes (from the University's Travel Agent - New England Travel [NET]), approval to travel, record retention and expenditure reconciliation. The TBT is a web based system that is accessed via a secure web site.

**Please refer to the [Travel Policy](#) and [Guidelines](#) in conjunction with these instructions.

Features

- Used to make bookings through the University Travel Agent (NET). And for **all other** travel approvals such as field work where a University vehicle is used, or where the costs of the travel are met by a sponsor (All travel outside 20kms radius from Armidale Post Office requires to be booked through the TBT).
- Obtain approval to travel through an efficient electronic workflow process
- Individual queue screens provide travel co-ordinators/bookers and approvers, the ability to view the status of booking requests, at each stage of the process, from request to approval
- Auto complete fields for certain input fields
- Easily amend or change bookings
- Ability to email or print itineraries and attach documents

Travel Agent -New England Travel (NET)

Once a booking enquiry has been made the request is passed to the NET by the co-ordinator, appearing on the consultants queue screen. The consultant is then able to open the enquiry, create a booking and make relevant comments before sending a quote to the co-ordinator for consideration/acceptance.

Bookings

A "booking" is any request to travel; whether made through the University's Travel Agent NET, or for example the booking of a car from the Motor Pool.

Co-ordinators

- May initiate bookings on their own behalf, on behalf of other staff and students, and also for visitors to the University.
- Responsible for making an initial travel booking enquiry, through the NET
- Required to **confirm** a quote (from NET) is correct, prior to submitting the travel request to the nominated approval officers.
- Ensure all bookings are approved, before the traveller commences the journey

First time Users

To register please complete a "[Traveller's Profile](#)" form. Please email the form to the University's Travel Officer (Financial Services Directorate) travel@une.edu.au

Once your registration has been completed you will be advised by email, within 24 hours to contact the Travel Officer for training prior to use of SmartBook.

For security reasons, after you Login please change your password to one of your own choice.

The process to change your password is covered on page 4 – **Changing Passwords.**

Using the TBT

BEFORE WE BEGIN: Please note that all bookings must include full details of the following;

1. Proposed itinerary
2. Modes of transport (please note that generally your itinerary may be captured within your mode of transport section)
3. Full costs; airfares, accommodation, conference fees, meals, taxis, car pool charges.
If a sponsored trip we still need the details of flights, accommodation other modes of travel for Insurance coverage. Travel Insurance Application for all International travel attached.

Access: <https://unetravel.smartbook.travel/site/login.php>



Information for:

- [Future Students](#)
- [Current Students](#)
- [International Students](#)
- [Alumni](#)
- [Visitors](#)
- [Media](#)
- [Staff](#)

You may access the TBT via the **Staff** link on **UNE's Homepage**

You will then be directed to a new page with a link to the TBT

[MOODLE](#) | [Web Kiosk](#) | [UNE Connect](#) | [Travel Booking](#) | [Flexipurchase](#) | [Webmail](#) | [Exchange](#) | [UNWeb CMS](#) | [BI - Cognos](#) | [Proxy Usage](#) | [UNESIS](#) | [Call Accounting System](#)



All users; travel co-ordinator/booker, approvers will be provided **Username** and **password**. **Please note that you are able to reset your password to your own preference at the time of your initial login.**

You need to Log in

Username:

Password:

User Type:
 Travel Coordinator
 Travel Authoriser

Please enter your **TBT username** and **password**

Please select **Travel Co-ordinator** button to commence a booking. Select the **Travel Authoriser** button if you are approving bookings (e.g. HoS, Dept Heads etc).

Queue Screen

After logging-in you will be directed to your queue screen (your "Homepage")

The screenshot shows the SmartBook homepage. At the top left is the 'une University of New England' logo. In the center is the 'SmartBook™' logo. At the top right is the 'NEW ENGLAND TRAVEL' logo with the tagline 'It's the experience that counts' and a red lion logo. Below the logos, a navigation bar contains 'Log out' and 'You are logged in as Joe CITIZEN [change details]'. A secondary navigation bar includes links for 'New booking', 'New spider booking', 'Which form should I use?', 'Reports', 'Quick Help', and 'Mandatory Insurance Form for all overseas travel'. A search bar is present with 'Show: All current Items' and 'or Search'. A dropdown menu for 'Select a travel co-ordinator' is open, showing 'Joe CITIZEN' (highlighted in blue), 'Joe CITIZEN', and 'Bridget Mary Gilmour'. Two yellow callout boxes provide instructions: one points to the '[change details]' link, and the other points to the blue highlight in the dropdown menu.

Click on the "Change details" icon to change your password. You will be directed to the Edit User

If you are linked to other Co-ordinators click the Blue down arrow to view the user. You can edit a booking or view details for acquittal processing.

Changing Passwords

The screenshot shows the 'Edit User: jccitizen' form. At the top left is the 'une University of New England' logo. In the center is the 'SmartBook™' logo. At the top right is the 'NEW ENGLAND TRAVEL' logo with the tagline 'It's the experience that counts' and a red lion logo. Below the logos, a navigation bar contains 'Log out' and 'You are logged in as Joe CITIZEN [change details]'. The main heading is 'Edit User: jccitizen'. Below the heading is a 'Return to Queue' link. The form contains two input fields: 'New password' and 'Confirm new password'. Below these fields are two buttons: 'Save changes' and 'Cancel changes'. Two yellow callout boxes provide instructions: one points to the password input fields, and the other points to the 'Save changes' button. At the bottom of the page, a status bar shows '19 Sep 2011 4:28 pm - Connected to the Grid Server (smartbook.travel)'.

Please enter you new password and confirm in these fields

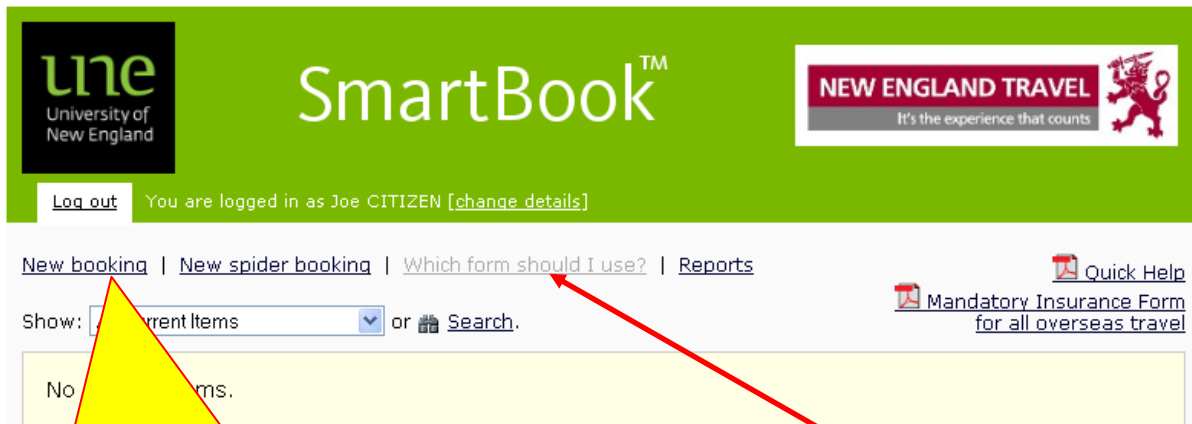
Click Save Changes after entering your password

Making a new booking Which form to use? (a new booking can be **Saved as a Draft**, it will give you a TR#).

New Booking: use for a single traveller

Spider Group Booking: use if you have a group of people who are travelling from different origins, to a common destination, with a common purpose.

If unsure please click Which form should I use



To create a single (individual) bookings please click of the **New Booking** icon. This will direct you to the booking page.

If unsure please click **Which form should I use?**

Which booking form should I use?

New booking:

- For individual travellers, or
- Up to 5 people travelling together on the same itinerary, with the same account code/s

Providing that this does not include flights as these need to be Individual bookings; as often circumstances change and an individual may not be able to attend therefore making it costly to ammend the flights.

Travel Types

une University of New England

SmartBook™

NEW ENGLAND TRAVEL
It's the experience that counts

Log out You are logged in as Joe CITIZEN [change details]

Cancel, return to queue

Travel type
Travel agent
Purpose of travel

- Select -
- Select -
Domestic including New England Travel
Domestic Other (field trips etc)
International including New England Travel
International Other (sponsored etc)

Insurance & DFAT Travel Advice expand >>

Please select your Travel Type

The **Travel Type** selection will determine whether your booking will be directed to **NET (New England Travel)**, or whether the booking remains internal.

Domestic including New England Travel: Select when your domestic travel includes a component which will require booking through **NET** (includes airfares, accommodation, buses, and trains and hire cars)

Domestic Other: Select when domestic travel is exclusive of any **NET** involvement. e.g. Car Pool/Department cars. You may also select this type where your travel is fully or partly sponsored domestic travel, - **"No cost to UNE"**.

International including New England Travel: Select when your international travel includes a component which will require booking through **NET** (includes airfares, accommodation, buses, trains and hire cars)

International Other: Select when international travel is exclusive of any **NET** involvement. You may use this type where your travel is fully or partly sponsored international travel, - **"No cost to UNE"**.

Note: International Travel will activate the **Electronic Travel Insurance Application Form** which must be completed by the **individual Traveller/s**. This form can be forwarded by email to the travellers by opening the [\(copy link\)](#) and paste the active link in the email, the Traveller clicks on the **link** and it will open the form in a internet browser window for them to complete and submit the form(this automatically attaches the form to the booking).

Travel Consultant

When you select a **Travel Type** of either **Domestic** or **International including New England Travel**, you will be provided the ability to select the name of a **Travel Consultant** from **NET**. If you do not have a preference you may select **New England Travel No Consultant Preference**

Travel type

Domestic including New England Travel

Travel agent

* New England Travel No Consultant Preference

- Select -

* New England Travel No Consultant Preference

Christine Matthews

Craig Ritchie

Glenys Williams

Jacqui Lhostis

Jessica Vannucci

Katie Blake

Kay Endres

Kylie Dunn

Rachel McAllister

Sue Mann

Trish Shortis

Verni Ainsworth

i Please note that if you select a particular consultant, and that person is absent at the time your request is submitted, the booking will be allocated to another consultant.

Traveller/Co-ordinator declaration & Special Studies Program

Select for all travel other than SSP (Special Studies program).

Traveller/Co-ordinator declaration

Pre approved/Funds available/Cost code correct

- Select -

Pre approved/Funds available/Cost code correct

Special Studies Program (attach SSP itinerary to booking)

This will appear on your booking

I confirm that I/the traveller have/has approval to travel from my/their direct supervisor, Approved funds are available for this travel and the cost code is correct. N.B. If any of these are NOT correct please use the SAVE AS DRAFT function until corrections are made

For all SSP travel select

This will go to the **Academic Services Manager** for review of your **SSP** itinerary

Traveller/Co-ordinator declaration

UNE Travel Officer for

- Select -

- Select -

Pre approved/Funds available/Cost code correct

Special Studies Program (attach SSP itinerary to booking)

**** It is imperative that when you complete your travel request that all known and estimate costs are declared. If not, the UNE Travel Officer may decline your request, asking for the costs to be stated before the request is passed to the Head of School/Head of Department for approval.**

It is accepted that some costs may not be known at the time the initial request is made please make a note in the comments that additional amounts may be added at a later date, but before the travel commences. This process is covered in the **Making Changes** section on Page 21.

UNE Travel Officer for

- Select -

- Select -

Administration and Business

Arts and Sciences

Professions

Off

Please select your approval area.

Head of School or Department Head Approver for Domestic Travel

Please select the name of your HOS/HOD from the drop down selection

Head of School or Cost Centre Approval by

Insurance and DFAT check

The following is an example of the list of approvers

Insurance and DFAT check is ****Not Required**** for **Domestic Travel**. Reason for skipping authorizer levels will automatically populate **"Approver not required"**

- #Vice - Chancellor
- *DVC - Research
- *HoS - Arts
- *HoS - BCSS
- *HoS - BEPP
- *HoS - Education
- *HoS - Environmental & Rural Science
- *HoS - Health
- *HoS - Humanities
- *HoS - Law
- *HoS - Rural Medicine
- *HoS - Sci & Tech
- *PVC - Students & Social Inclusion
- *PVC Dean - Faculty Arts & Science
- *PVC Dean - Faculty of Professions
- Academic Director / DEHub Director
- Agent Created (Please select appropriate authoriser)
- CEO - Services UNE
- Chair - Acad Board Secretariat

International Approver

Travel type Insurance & DFAT Travel Advice [expand >>](#)

Travel agent

Traveller/Co-ordinator declaration

I confirm that I/the traveller have/has approval to travel from my/their direct supervisor, Approved funds are available for this travel and the cost code is correct. N.B. If any of these are NOT correct please use the SAVE AS DRAFT function until corrections are made

UNE Travel Officer for

Please select the UNE Travel Officer for your area.

Head of School or Cost Centre Approval by

Insurance and DFAT check

Please select the name of your **International** travel approver from this list

- #Vice - Chancellor
- *DVC - Research
- *PVC - Students & Social Inclusion
- *PVC Dean - Faculty Arts & Science
- *PVC Dean - Faculty of Professions

UNE Travel Insurance Officer

You are required to make this selection for all **Overseas travel** and the **Traveller/s** must complete their own individual **Electronic Insurance Application form** (one form per traveller if accompanying partners/children are travelling on the same booking to the same itinerary). *See pages 6,9 & 24*

Purpose of Travel

This field provides for up to **700** characters. Please complete with sufficient detail as required by your HOS/HOD. An example may be as follows:

Purpose of travel

ABC Conference Helsinki Finland from 2/01/2012 to 5/01/2012 and meetings with Research Partners from 6/01/2012 to 20/01/2012 Birmingham UK

Travel Diary

Dates appear select either **OUB** (*Official University Business*) or **Personal** and add **Activity & Location** for each day.

Travel Diary Enter the start and end dates for your trip:

Start: End:

Date	OUB / Personal	Activity and Location
Mon 2/1	<input type="text" value="OUB"/>	<input type="text" value="Travel Sydney- Helsinki"/>
Tue 3/1	<input type="text" value="OUB"/>	<input type="text" value="ABC Conference Helsinki"/>
Wed 4/1	<input type="text" value="OUB"/>	<input type="text" value="ABC Conference Helsinki - Start return travel from Hel"/>
Thu 5/1	<input type="text" value="OUB"/>	<input type="text" value="Singapore - Sydney -Armidale"/>

Major trip destination(s)

Add major Cities/Towns where you will be staying e.g. London, Birmingham, Helsinki.

If travelling for an extended period please select first date only and attach a spread sheet of your activities for the time you are away.

e.g.

Travel Diary Enter the start and end dates for your trip:

Start: End:

Date	OUB / Personal	Activity and Location
Tue 25/10	<input type="text" value="OUB"/>	<input type="text" value="Please see attached Diary"/>

Major trip destination(s)

Diary has expand/collapse function (showing first 5 of 32 days) ▾ [expand](#) & ▲ [collapse](#)

Attachments

e.g. **Saved as a document and attach the file to the bookin**



Date	Activity & Location.
25/10/2011 to 31/10/2011	Travel to Helsinki recover and prepare for Lectures.
1/11/2011 to 12/01/2012	Lecturing on Design Aalto University Helsinki.
13/01/2012 to 29/02/2012	Research on Design programs London area.
1/03/2012 to 14/03/2012	Lecturing on Design Glasgow University.
15/03/2012 to 17/03/2012	Return travel to Armidale

Travellers Details

Manage Travellers: Firstly you need to setup these details before making your booking once setup you can use the **Blue** dropdown arrow.

Manage travellers (please enter as per passport)

Name	Email Address	Mobile Number	Fund Name	Cost Code	Staff/Student #	
CITIZEN/Joe (PL)	jcitizen@une.edu.au	0200123456	FSD	PL12340000842200	9999999	
CITIZEN/Joe (RE)	jcitizen@une.edu.au	0200123456	FSD	RE123456842100	9999999	
CITIZEN/Joe (SP)	jcitizen@une.edu.au	0200123456	FSD	SP12345842100	9999999	
CITIZEN/Joe (FM)	jcitizen@une.edu.au	0200123456	FSD	FM123842100	9999999	

Add new traveller

Name:

Email Address:

Mobile Number:

Fund Name:

Cost Code:

Staff/Student #:

Annotations:

- Edit detail:** Points to the pencil icon in the table.
- Use to delete a traveller:** Points to the minus icon in the table.

Traveller details

1. Traveller name [Manage travellers](#)

Fund Name

Staff/Student #

Dropdown List:

- CITIZEN/Joe
- CITIZEN/Joe (FM)
- CITIZEN/Joe (PL)
- CITIZEN/Joe (RE)
- CITIZEN/Joe (SP)

Annotation:

To select a traveller from your list you may either use the Auto-complete function. i.e. enter the first letter of the traveller's name to populate; or you may select using the drop down arrow.

i Once you have selected the name of your traveller, their Fund Name and Cost Code details will automatically populate into the appropriate fields

Traveller details

1. Traveller name [Manage traveller](#)

Fund Name

Cost Code

Staff/Student #

Annotation:

Use to clear the traveller if you have selected incorrectly.

Itinerary list:

Note all areas need the radio button options of Yes or No selected.

If **yes** is selected it will open the area, if **no** is selected it will remain shut.

Does your itinerary include Flights ?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Does your itinerary include Accommodation ?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Does your itinerary include Rental Cars ?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Does your itinerary include Other ground transport ? (pool & private cars, buses etc.)	<input type="radio"/> Yes <input checked="" type="radio"/> No
Does your itinerary include Additional Services ? (meals, conference fees, tolls, taxis etc.)	<input checked="" type="radio"/> Yes <input type="radio"/> No

Additional Services

1. Type	<input type="text" value="- Select -"/>	<input type="button" value="X"/>
Details	<input type="text"/>	
Cost to UNE	\$	<input type="text"/>
Arranged By	<input type="text" value="- Select -"/>	
Paid By	<input type="text" value="- Select -"/>	

[Add another service](#)

[Add a comment](#)

Flights

You may request flight information and make bookings by one of three options:

1. Simply record your request for information in the **General Comments** field as per the following example:

Add a general comment

Please book me on the earliest available flight to Sydney on the 17th March 2010 to return on the last flight home that evening. If the early morning flight is unavailable, please book me on the 5 pm flight on the 16th March 2010.

2. Open the Flights travel option and then record the details of your flight requirements.

Does your itinerary include **Flights**? Yes No

Flights

[Search flight schedules \(Flightplanner\)](#)

1. From Departure date Time
To Arrival date Time
Flight No Class Flexible airfare
Arranged By
Paid By

2. From Departure date Time
To Arrival date Time
Flight No Class Flexible airfare
Arranged By
Paid By

Please click on the **Flight** section to expand and allow you to enter your flight preferences in the fields provided


Please click on the arrow to expand a list of departure and destination points. This field has an Auto-complete function. i.e. enter the first letter of a location to populate city names

Please also select **NET** in the **Arranged By** field and **NET- Charge back to UNE** in the **Paid By**

Click this box if you require a Flexible airfare. Please note that these fares may be expensive please consult with you **HOS/HOD** before booking

i If your journey is likely to involve multiple sectors (e.g. Armidale-Sydney-Perth), you are only required to enter the ultimate destination (Perth). The NET will advise you of connecting flight details at the time of quoting.


If you wished to add more flights, you may expand the **Flights** fields by clicking on the Add another flight icon, which is located immediately below the Flight selection fields.

 [Add another flight](#)

3. Flightplanner option:

You may use this option to view airline flight schedules.


Flights

 [Search flight schedules \(Flightplanner\)](#)




Please click on this icon to open the **Flightplanner**. You will be directed to the screen below.

1. From  Departure date 
To  Arrival date 

Flightplanner

 [How do I use this screen?](#)

Search flight schedules

From airport  Date  (dd/mm/yy)
To airport  Departure time (eg. 1:30pm or 1330)


A guide to the use of the Flightplanner is available from this link.

[Cancel, return to booking](#)

1. The Flightplanner will allow you to view airline flight schedules, from point to point (but **NOT** seat availability)
2. A search will return to you flights schedules for a three hour “block” period from the Departure time entered.
3. You may select a flight from the search results and apply this information to your booking request to the NET
4. Search results may be printed or emailed.

Sponsored flights

If your flight is arranged and paid for by another party, please complete your **Flight** section as follows or attach a copy of your flight itinerary supplied to you for your flight.








Travel type 

Please select a Travel Type of **Domestic Other (field trips etc)** or **International Other** for sponsored flights.


Flights

 [Search flight schedules \(Flightplanner\)](#)

Please enter all details of the proposed flight

1. From  Departure date 
To  Arrival date 
Flight No Class  Flexible ai
Arranged By 
Paid By 

Please select these options in your **Arranged by** and **Paid by** fields.

Click on the  [Add a comment](#) to open the field to enter details of the sponsorship.

[Add a comment](#)

My flight has been arranged and paid for by XYZ Pty Ltd.

Accommodation

Please click on the [Accommodation \(click to expand and add accommodation\)](#) icon to open the Accommodation

booking form. You will be directed to the following fields:

Accommodation

1. Destination	<input type="text" value="Sydney"/>	▼
Hotel	<input type="text"/>	▼
Date in	Grace Hotel	
Date out	Medina Classic Chippendale	
Arranged By	Medina Classic Crows Nest	
Paid By	Medina Classic Martin Place	
	Medina Executive Coogee	
	V	

Please click on the arrow to expand a list of destinations. This field has an Auto-complete function. i.e. enter the first letter of a location to populate names

Please click on the arrow to expand a list of Hotels, which are available for booking through the NET. This field also has an Auto-complete function for ease of retrieval.

Accommodation

1. Destination	<input type="text" value="Sydney"/>
Hotel	<input type="text" value="Meridian Classic Chippendale"/>
Date in	<input type="text" value="17/3/10"/>
Date out	<input type="text" value="18/3/10"/>
Arranged By	- Select - ▼
Paid By	- Select - NET Traveller/Booker Other - specify in notes

If you wish the **New England Travel** to arrange your accommodation, please select **NET**. If you are making your own arrangements select **Traveller/Booker**

Paid By	- Select - ▼
	- Select - NET - Charge back to UNE UNE Corporate Card Sponsor UNE Financial Services Reimbursement Other - specify in notes
Add another hotel	
booking required	

If **NET** are booking the accommodation please select **NET- Charge back to UNE**. Otherwise select as appropriate

Rental cars:

Select the name of Rental Company and Car type

Rental cars

1. Rental Company Car type

Pick-up location Details

Pick-up date Time

Drop-off location Details

Drop-off date Time

Arranged By

Paid By

Cost to UNE for rental car \$

[+ Add another car](#)

Record pick up - drop off locations, dates and times

NET will record the cost if they make the booking. If you make the booking please record the cost

Select NET if you wish the agent to book the car. Select Traveller/Booker if you are making your own arrangements

Other Ground Transport:

1. Transport type

Class of travel

Start location

Date

Select the Mode of Transport required. If more than one form needed you will have to select [+ Add another](#)

Please note that you will still need to contact the Motor Pool staff to book your car. You may contact them on ext. 2084 or 3216 or by e mail on veh-pool@une.edu.au

Other modes of transport

1. Transport type

Capture all your visit locations plus Start & Finish

Start location

Details

Date Time

Finish location

Details

Date Time

Private Vehicle Waiver

If using a Private vehicle this box must be ticked to acknowledge you agree to the waiver.

I have provided to my department head a copy of my Driver's Licence, Motor Vehicle Registration & Comprehensive Insurance Certificate, noting that my vehicle is covered for Business use. I understand that UNE will not be liable for any damage/loss to this vehicle, nor is the vehicle covered under the University's property insurance policies.

I waive the responsibility for the University to provide me with a vehicle. I further understand that the University will only reimburse me mileage based on official university business kilometres and not private kilometres. I will be required to keep a diary to support such claims.

Arranged By

Record arranged by & method of payment

Paid By

Cost to UNE for other transport \$

Record estimated cost

[+ Add another](#)

[+ Add a comment](#)

Additional Services

Additional Services

1. Type

Include ALL your taxi fares in ONE costing with a brief explanation of where you are using Taxis.

Details

Cost to UNE \$

Arranged By

Paid By

Select the service you require & enter the cost to UNE, Arranged by & Paid by fields. If more than one form needed you will have to select [+ Add another service](#)

[+ Add another service](#)

[+ Add a comment](#)

Add a General Comment

 [Add a general comment](#)

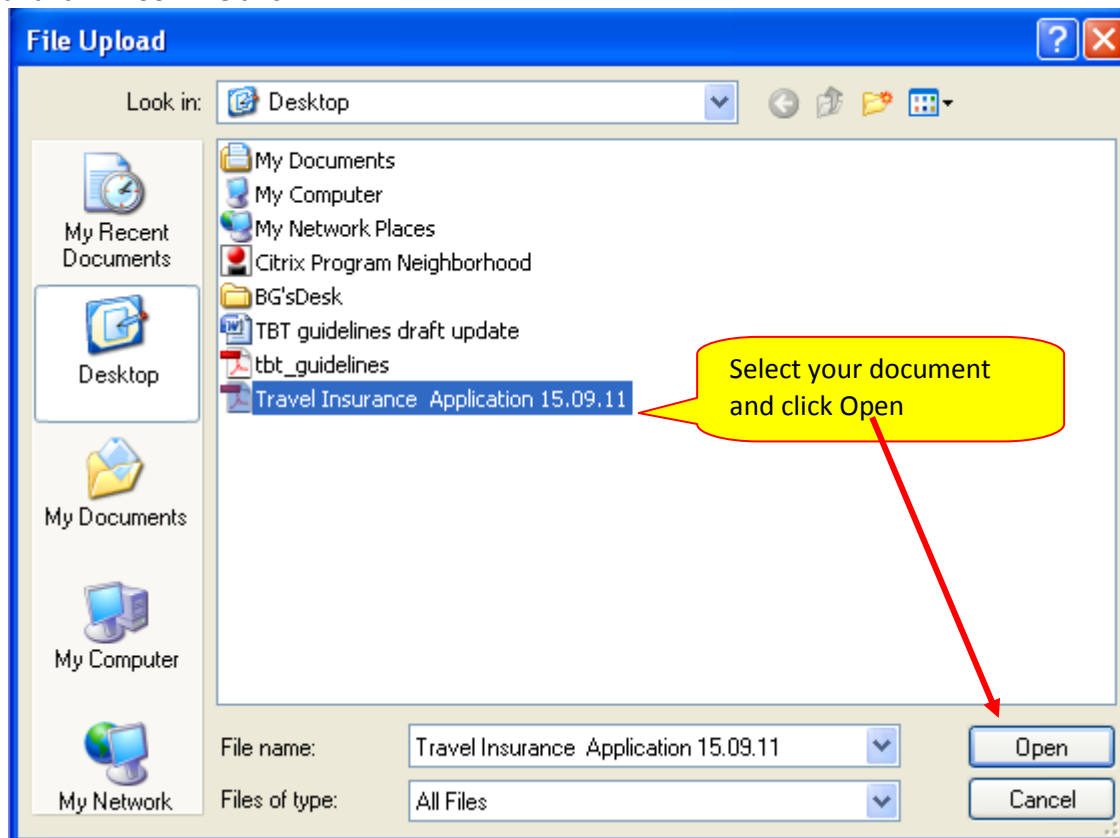
There is plenty of space to add any information you may think relevant to your trip that has not been captured in the other fields.

Attachments: All overseas travel will require a **Travel Insurance Application** and if travelling to a **DFAT Level 4** or **5** we will require a **Risk Assessment** to submit to our insurer. (These should be attached when you submit your booking).

Attachments

If you have a document that relates to your travel e.g. Invitation, itinerary, you may wish to attach these to the booking.
Also you're Risk assessment if needed will be attached here.



To attach, save your documents to your desktop or somewhere easy to find on your computer select and it will look like this:



Click upload file

It will upload and appear like this on your booking.

Attachments

 [TR11010424 J Citizen.pdf](#) (unloaded by Joe CITIZEN 59 mins ago)
 [TR11010424 J Citizen2.pdf](#) (

Once uploaded will appear like this on your booking.

You will then get this confirmation that it has attached.

[« Back to queue](#)

✔ Successfully uploaded 1 file.

Current Attachments

The last process before saving a draft or submit booking request is to tick the box that you agree to comply as stated below. Once ticked the **Submit** and **Save** buttons become active.

I agree to comply with the provisions of the UNE Travel Policy and Guidelines and understand the [Smart Traveller](#) advisories for my destination(s).

Before submitting your booking request, please ensure you have included any miscellaneous expenses you expect to incur during this trip e.g. meals, taxis, visas etc.

Submit booking request

Save as draft

If you need a TR# but do not have all your information to make the booking use **Save as draft**, to continue click on the booking and go down and click on **Resume**.

The booking will go to **NET** if they are selected in

Arranged By for

either **Domestic** or **International** travel where they are required to make a booking on your behalf for any of the services.

Resume

Cancel

Printable

Email PDF Copy

Then submit the booking once you have entered all your information.

The Booking approval workflow process: No NET required

If your booking **excludes** any **NET** involvement, once you select the “**Submit booking request**” icon Your request will automatically progress to your first nominated approving officer (2nd approval pending)

[CITIZEN/Joe MR \(PL\), TR11009883, Thursday, 6 October 2011](#)

2nd approval pending...

Once approved here it will then pass to your Head of School/Head of Department once approved it will appear like this and you will get an email notification.

[CITIZEN/Joe \(SP\), TR11010424, Sunday, 4 December 2011](#)

Approved

The Booking approval workflow process: NET bookings

Once you have submitted a request for a quote to NET, SmartBook will populate a “booking status” notation in your queue of **“Awaiting quote”**

CITIZEN/Joe MR (PL), TR11009883, Thursday, 6 October 2011	Awaiting quote...
---	-------------------

Once the travel consultant has actioned your request, the status of your booking will change to **“Confirm proposal”**
You will then be sent an email alerting you to the change in status.

CITIZEN/Joe MR (PL), TR11009883, Thursday, 6 October 2011	Confirm proposal
---	------------------

You may click on the name of the traveller to open the booking. Once you have confirmed the details of the booking provided by the agent you may click the **Confirm** icon if all is correct with your booking. This will advance your travel request to your nominated approving officer. The approving officer will then receive an email from SmartBook alerting them to your request for approval.

2nd approval pending

If your request is approved, your booking status will change in your queue to the following, which is the Finance Travel Officer if approved

CITIZEN/Joe MR (PL), TR11009883, Thursday, 6 October 2011	2nd approval pending...
---	-------------------------

3rd approval pending

This is for the approval of your Head of School/Head of Department Domestic travel (International travel will be the VC,DVC,COO or PVC Deans approving).

CITIZEN/Joe MR (PL), TR11009883, Thursday, 6 October 2011	3rd approval pending...
---	-------------------------

4th approval pending

This is the UNE Travel Insurance Officer who will need to see your Insurance application form (*if you have a pre-existing medical condition a Dr's Certificate stating Fit to Travel may be requested*) and Risk assessment if needed for (DFAT Level 4 <http://www.smartraveller.gov.au/zw-cgi/view/Advice/>) countries prior to your departure.

CITIZEN/Joe MR (PL), TR11009883, Thursday, 6 October 2011	4th approval pending...
---	-------------------------

Approved booking

You will receive an email notification of the approval, if you have not received this within 48hours you should login to SmartBook and check the progress.

CITIZEN/Joe (SP), TR11010424, Sunday, 4 December 2011	Approved
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Declined bookings:

Declined booking (This can be at Level 2,3 or 4 & SSP approval level of the booking)

If they require more information they may decline the booking to request this information be added.

If declined it will appear as below.

CITIZEN/Joe MR (SP), TR11009885, Tuesday, 1 November 2011 	Declined
---	----------

Amending your booking. Click on your name to open the booking you will see the reason for the decline.

Close 	Declined
---	----------

Reason for Decline: Hi Joe, Could you please open your booking and give more detail as to the nature of the fieldwork and attach your risk assessment, then resubmit the booking. Cheers, Bridget.

CITIZEN/Joe MR (SP), TR11009885, Tuesday, 1 November 2011


Once you have amended the information click on **submit changes**.

It will return to **NET** if you select **make changes** (you need to re-confirm if correct) or if you used the **edit** function it will return to your approver who originally declined the booking.

Making changes to your booking:

Click on your name to open the booking to update with new information.

CITIZEN/Joe (SP), TR11010424, Sunday, 4 December 2011	Approved
---	----------

 It is recommended that travellers use the [Add a general comment](#) feature to record notes for any changes made, for the benefit of the **Approving Officer** or the **NET** consultant.

1. Awaiting quote

If your booking is in the “Awaiting quote” status, you may make changes by clicking on the “**Edit**” icon all areas of your booking are still active.

Edit	Attach Files	Cancel	Printable	Email PDF Copy
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Then resubmit the booking it will return to “Awaiting quote”

At 2nd, 3rd & 4th Level you may only edit these sections below that do not affect costs or booked items.

Traveller/Co-ordinator declaration

I confirm that I/the traveller have/has approval to travel from my/their direct supervisor, Approved funds are available for this travel and the cost code is correct. N.B. If any of these are NOT correct please use the SAVE AS DRAFT function until corrections are made

UNE Travel Officer for

Please select the UNE Travel Officer for your area.

Head of School or Cost Centre Approval by

Insurance and DFAT check

Purpose of travel

Traveller details

[This section has been altered - show most recent change](#)

1. Traveller name [Manage travellers](#)

Fund Name Cost Code

Staff/Student #

And [Add a general comment](#) field, and then resubmit your booking.

2. Make changes:

[Make changes](#) [Attach Files](#) [Cancel](#) [Printable](#) [Email PDF Copy](#)

If you need to change **Flights, Accommodation, Rental cars, Other modes of transport or Additional Services** you will have to select **Make changes** and you will get this message but you will not lose your past information. It just gives you a new window to make your request; the original information is saved in the background.

Are you sure you wish to make changes to this booking?
This will take your booking back to the start of the booking process.

[No, return to queue](#)

The NET consultant will make the requested change and return the booking to your queue with the status of **“Confirm proposal”** You may then either confirm the change or cancel the booking or make another change.

[Make changes](#) [Cancel](#) [Change Authorisers](#)

Viewing Changes made to all existing quote/booking request

[CITIZEN/Joe MR \(PL\), TR11009883, Thursday, 6 October 2011](#)

Awaiting quote...

Please click on the booking to open the booking page

Accommodation

[Prices altered for this section - show most recent change](#)

	Ref	Arrive	Depart
Adelaide Airport - Comfort Inn Aviators - Airport Room Type : Single	12345	28 Nov	30 Nov

Any sections which contained changed details will be identified by a red "**recent change**" message. Please click on this message to display the details of the change

Accommodation

[Hide changes](#)

by Christine Matthews
27 days ago.

Hotel #1's price changed **from** \$0.00 **to** \$300.00

	Ref	Arrive	Depart
Adelaide Airport - Comfort Inn Aviators - Airport Room Type : Single	12345	28 Nov	30 Nov

If any element of the quote/booking is changed by either the Travel Co-ordinator/Booker, or the Travel Consultant, the booking status will change, indicating the action required.

[CITIZEN/Joe MR \(PL\), TR11009883, Thursday, 6 October 2011](#)

Awaiting quote...

FORMS:

All overseas travel will require a **Travel Insurance Application** (*if you have a pre-existing medical condition a Dr's Certificate may be needed stating you are Fit to Travel*).

This form now appears when you submit your Travel booking electronically and must be completed by the **Traveller**.

Booking Request Saved - TR11009884

Your booking request has been successfully saved.

Since the booking itinerary involves international travel, a Travel Insurance Application Form must be completed for each traveller using the following link.

If you are booking on behalf of another, you can copy and send this link to the traveller(s) for completion.

Travel Insurance Application Form:

<http://unetravel.tst1.smartbook.travel/form.php?code=9884.JIIE.B>

[Click here](#) to return to the queue.

To access the form click on the link and it will open to complete electronically. Once you confirm your details select **submit form** and it attaches directly to your booking.

If you are making a booking for another person or have additional family members you need to click on the link

[New Travel Insurance Application Form](#) (copy link)

which will open to this:

Copy Link

This link can be copied and pasted into an email etc.

<http://unetravel.smartbook.travel/form.php?code=10424.BAECE.B>

Which you then copy and paste into an email to send to the traveller/s.

When they click on the link it will open in a web browser and you can complete the form. There are 3 sections: **General Information:** Your Name D.O.B

Medical Information: 2 questions -

Have you had any Medical or Surgical advice or treatment, or hospital-confined during the past 5 years?

Do you have a history of any other medical conditions?

DFAT Risk Assessment: Select level – as advised on the **DFAT** site

DFAT 'travel advice level'

Level 3 - will require a Risk assessment to be submitted.

Level 4 – Do not travel

Level 1 - Exercise normal safety precautions
Level 2 - Exercise a high degree of caution
Level 3 - Reconsider your need to travel
Level 4 - Do not travel

then select and you will then .
This then attaches straight back to your booking.

*All Insurance forms must be **selected from the Travellers booking** as the link is attached to that booking (e.g. TR11009884) so all Accompanying Partners/Children need to be sent the link from your booking to be filled out personally by them.*

If travelling to a DFAT Level 3 or 4 we will require a Risk Assessment to submit to our insurer.

<http://www.une.edu.au/hrs/handbook/04/4.23a-risk-identification-assessment.pdf>

(These should be attached when you submit your booking).