

Online Booking Tool Checklist

Discover the benefits of QBT's seamless online booking tools. This checklist, covering Access, Inventory, Bookings, Compliance, Fares and Ticketing, helps you find the best fit for your organisation's needs.



Access

Single Sign-on Capabilities

allows a user who is logged into an external application, such as a company's portal, to seamlessly log into the Online Booking Tool (OBT) application.



Different Levels of Access

provides each user profile various levels of access, such as the ability to book travel for other travellers and modify other users' access rights.

Online Accessibility 24/7

Many OBT providers will tell you their tool is available 24/7/365, so ask how much uptime they have had in the past 12 months. At QBT, OBTs are above 99%.

Traveller Profiles

allow users to create and make changes to traveller profiles via an external application such as a company portal that will synchronise information across to the OBT and the offline system.

Mobile App

gives travellers and approvers the flexibility to book, view and approve trips as well as providing links for online check-in from mobile devices.

Inventory

Full Global Distribution System (GDS) integration

The ability to be able to display the full content of the GDS



Non-GDS Inventory access

provides links to non-GDS supplier websites enabling travellers a better visibility of online content. Look for an OBT that can request non-GDS hotels and has integration capabilities with hotel aggregators.

Low-cost Carrier Inventory

Many businesses have added low-cost carriers (LCCs) to their travel policies to reduce cost. This growing demand has seen OBT integration of LCC content, giving travellers a better choice and a single source of information.

On-hold Functionality

puts bookings on hold, to secure inventory for the booking classes, and the car and hotel rates, that are available at the time of the initial search.

Email Reminders

are sent for either on-hold or approve-a-booking purposes to ensure you finalise within the appropriate time.

Bookings

Online Quoting Tool

enables instant quotes for domestic and international trips that contain air, hotel and car segments at no cost, and the printing and emailing of multiple copies as needed.



Domestic and International Capabilities

From one-way, return and up to six destinations for a multi-destination itinerary, including stopovers and mixed carriers.

Segregated Capability

From air only, car only or hotel only, or any combination of car, air and hotel.

Book for Multiple Travellers in One Transaction

Search and book in one go directly from inside the OBT. Options available are to search, quote and book, hold (no commitment) and confirm travel for up to nine passengers at once.

Seating Request

allows travellers to view and select their seats within the OBT.



Itineraries

are confirmed within 30 seconds or less, and can be printed or emailed as required.

Electronic Invoices

are generated automatically and emailed.

Payment

Support for a full range of credit card options and virtual cards, at either traveller or travel community level, with the added ability to book using an account or invoice facility.

Date Capture for Reporting

All bookings data to be captured including customer references and policy savings, and sent off to both credit card and reporting enhanced data systems.

Compliance

Inbuilt Approvals

allows for single or multi-level approval flows that can be built into your OBT workflow with the ability to set up fall-back approvers.



Passive Approvals

sends an email to the nominated approvers to either approve or reject the booking. If the booking is not manually approved within a set time limit the booking will be automatically approved.

Non-compliant Travel Options

on air fares, hotels and cars, highlighted with icons and displays for clarity.

Reason Codes

to prompt users to provide a reason code if the lowest fare is not selected. This will allow the missed savings to be recorded for reporting purposes.

Customised Mandatory Fields

include passing such fields through to any credit card or reporting enhanced data systems. Fields can be saved in a traveller profile and populate automatically during the booking process so it will not need to be entered every time.

Fares

Lowest Fare Applicable

displays and offers the lowest fare applicable for a given flight and fare group.



Preferred Hotel Rates

clearly display all preferred suppliers and rates and indicate the level of preference.

Fare Comparison Filter

An international fare search filter displays the best fare of the day on a single screen. You can filter search results by a range of factors including the number of connections, duration and arrival/departure time.

Configuration

allows you to set up your OBT to choose different fare levels.

Ticketing

Tickets in Credit

allows you to automatically search and use outstanding ticket credits, removing the need for traveller intervention.



Pre and Post-ticketing Changes

allows you to change a booking up to and after the ticketing date, both domestically and internationally, without consultant intervention.

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QBT's online booking tools can perform all these functions... and more!