

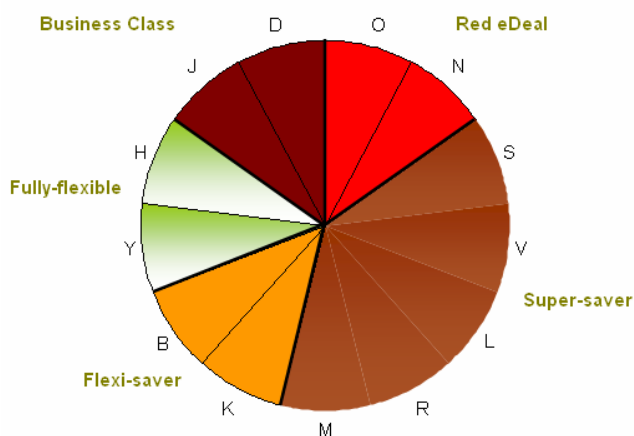
How to get the cheapest domestic airfares

Some staff book domestic airfares using the airlines' websites; however you probably could get a much cheaper fare if you used the Serko booking tool provided by Voyager Travel Corporation.

Why? Monash receives a discount on Qantas airfares (except the cheapest non-flexible fares, i.e. Red eDeal) and Virgin airfares. These discounts are available through Serko, but not through the Qantas or Virgin websites.

The trick for accessing the cheapest, discounted Qantas fares is to know which Serko fares simulate the Qantas website. To do this, you will need a quick lesson on the classes and sub-classes of fares.

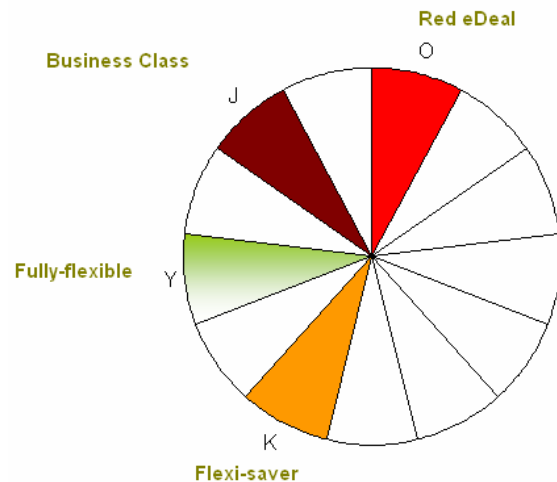
The following wheel shows the Qantas classes and sub-classes of fares provided by Voyager (and by all other Travel Management Companies):



In this example, there are two types of Red eDeals (O, N); five types of Super-saver (S, V, L, R and M); two types of Flexi-saver (K and B); two types of Fully-flexible (Y and H) and two types of Business class fares (J and D).

Starting from O, as you move clockwise around the wheel, the fares become more expensive. So you will want the first one in each class of fare, depending on the flexibility you require.

To simulate the Qantas website and to obtain the best price per the ticket conditions, you need the following fares:



In Serko, the discounted fares have a PF (meaning private fare) next to them.

For your departure flight, if you are fairly certain of the date and time, then choose the cheapest available out of the O, N, S, V, L, R or M fares. All of these fares will allow you to make changes the day before departure, so there is very little difference between Red eDeals and Super-saver fares. Typically, the O fare will be the cheapest available, unless it has been sold out.

For your return flight, if you are uncertain about your time and want to make changes right up until departure, then choose the cheapest out of the K or B fares (the K fare will be the cheapest available unless it has been sold out). If you are certain of your return flight time, then the cheapest of the O, N, S, V, L, R or M fares will suffice.

Please note that it is unlikely that you will require a fully-flexible fare because a Flexi-saver is sufficient to allow you to make changes up until departure time.

Think of the fare class wheel (opposite) as a clock. As time passes, the cheaper fares sell out and the clock hand moves to the next more expensive fare. So book as far in advance as practical to ensure that you get the cheapest fare you require.

Also, remember to only choose the fares with the PF next to them as these fares include the Qantas discount.

If you use Serko and this method to book Qantas fares, in most cases you will get a much better deal than if you booked directly with the airline; even after taking into account Voyager's transaction fee of \$10 (excl GST).

You can also use the same logic when making a consultant booking for international fares, because similar sub-classes of fares are also used for Qantas international fares. Always ask your consultant to offer you the cheapest fare sub-class, as long as this sub-class is still available.

Please note that it is not recommended to use HRG's ResX tool to book domestic airfares online because it is less flexible in selecting the classes and sub-classes of fares. If you prefer to use HRG as your travel management company, then it would be better to make a consultant booking for domestic airfares.

Serko Online is available at:

<http://serkoonline.voyagertravel.com.au>

To get a Serko user ID and password, you will need to complete an online form which is available at:

<https://secure.voyagertravel.com.au/monash/>

Note, enter *Monash* in the Name field and *University* in the password field

(A user-account will be created within 24 hours)

If you have any access problems, the Serko Help Desk can be contacted on:

Serko Help Desk: 9658 6276 or
9658 6221

A guide to using Serko online is available at:

<http://www.firm.monash.edu.au/travel/>

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