

Frequently Asked Questions



The Fly-In Fly-Out Online Booking Portal.



FAQs

What is the online booking portal?

Maxxia has partnered with Corporate Traveller, part of the Flight Centre Group, to provide an online booking portal that allows you to book your flights to and from your remote work site and pay for them with your pre-tax salary.

What is the Fly-In Fly-Out (FIFO) benefit?

The FIFO benefit is available to eligible employees on a fly-in fly-out roster who work in a remote area (as defined by the ATO). With this benefit, you could salary package the cost of airfares for travel between your usual place of residence and your remote area workplace.

Where can I travel?

Any travel between your usual place of residence to your usual remote area workplace that does not have a stopover. Layovers can be accepted (a layover is anything under 23 hours and a stopover is anything over 24 hours).

Who is Corporate Traveller?

Corporate Traveller (part of the Flight Centre Group) is Australia's leading corporate travel management company.

Corporate Traveller has booking fees, for more information please refer to the [Corporate Traveller Booking Portal](#).

Who is Serko?

Corporate Traveller uses Serko Online to provide their Online Booking Tool. Serko Online is the leading Online Booking Tool (OBT) for corporate travel in Australasia.

The easy way to book your flights

1. Return application - Return the [Fly-In Fly-Out application form](#) to Maxxia. This is necessary to prove eligibility and set up your Maxxia salary packaging account.
2. Receive login details - You will receive your login details via email from Corporate Traveller. You can use these to access the new booking portal.
3. Start using booking portal - You can start booking flights using the Corporate Traveller Booking Portal as soon as you have funds available in your Maxxia account.

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What does this mean for me?

If you wish to access the Fly-In Fly-Out benefit, you will need to book them using the Corporate Traveller booking portal.

Why has Maxxia partnered with Corporate Traveller?

Maxxia regularly reviews its processes to enhance our customers' experiences. The booking portal provides an easy, secure method of booking flights using funds in your Maxxia account.

When can I start using the Corporate Traveller Booking Portal?

The Corporate Traveller Booking Portal is ready for you to use. If you are eligible and choose to participate, contact Maxxia to obtain an application form. Have your approved employer representative sign the form and submit the completed application to Maxxia with your proof of residency. Once we have received and processed your application, we will send you your Corporate Traveller Booking Portal login details.

Just remember, you need to have funds available in your Maxxia account to start booking your flights.

How do I book flights using the booking portal?

Step 1: Log in to My Maxxia via the app or online at my.maxxia.com.au to make sure you have enough funds in your account for your flight.

Step 2: Log in to the booking portal and start booking your flights. You will be sent your login details by email from Maxxia.

Step 3: Your bookings will be reviewed by Corporate Traveller's system. If you have enough funds, the system will automatically approve your booking, and Maxxia will handle the invoicing and payment transfer.

Please remember, the \$500 security deposit won't form part of the available balance. If your booking is rejected, please check your available balance and resubmit your booking when you have sufficient funds. Alternatively, please contact Corporate Traveller to make a payment with your personal card.

Can I select my preferred seat on the flight?

Yes. You can use the seat selection menu to choose your preferred seat.



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Can I use my Frequent Flyer membership within the Corporate Traveller Booking Portal?

You can add your frequent flyer membership number into the Corporate Traveller Booking Portal to continue accruing your membership points.

Booking Tips

- Check you have enough funds in your Maxxia account. You can login to check this via the My Maxxia App or online at my.maxxia.com.au
- Book your flight at least one business day before travel.

How far in advance do I need to book?

Please book at least one business day before your flight.

Can I retrospectively claim for flight bookings I have already paid for?

Under this program only bookings made through Corporate Traveler can be salary packaged. No reimbursements of flights paid for by other methods are available.

How will I receive my boarding pass?

You can either check-in online or collect your boarding pass when you check-in as you would normally.

What happens if I change residence or worksite?

Employees will need to be assessed if they are still eligible to package flights. If eligible, details will need to be updated and verified with Maxxia.

What happens if I have booked flights for future dates but cease employment?

When you cease employment you will no longer have access to the FIFO benefit. This means any future flights that you have already booked will be cancelled. Any outstanding fees, or charges at the time of leaving will also be deducted. Any unused credit will be returned to you via payroll.

Why do I have to maintain \$1,000 in my account with Maxxia at all times in addition to flight costs?

This ensures there are sufficient funds in your account with Maxxia in the event of unexpected costs or changes in flights. The minimum balance will be deducted from your first few pay cycles (as nominated on the application form), in addition to your nominated budgets. If you leave your employer or exit the program and there are surplus funds held in your account with Maxxia, they will be refunded to you via payroll.

What happens if I do not have enough funds in my account to cover flight/s?

Your booking will not be processed and you will need to book and pay for your flight via a different method. No salary packaging/reimbursement will be available.



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How do I know my flight has been confirmed?

You will receive a confirmation email. This email will include your itinerary and booking reference. You will be able to check the status of your booking in the Corporate Traveller Booking Portal at any time.

How do I know if my flight booking has been rejected?

You will receive an email from Serko advising your booking has been denied and the reason why.

If the reason is due to insufficient funds, your booking will not be processed and you will need to book and pay for your flight via a different method or wait until you have sufficient funds in your Maxxia account.

If my flight was rejected for another reason other than insufficient funds, can I try and re-book?

Yes. If your flight booking was rejected because you didn't accept the declaration, you can re-book the same flight by cloning your booking. To clone a booking, please follow the below instructions. It's important to note that fare amounts may have changed since the original booking.

1. Click 'Bookings' tab – click the 'Booking ID'
2. Click 'More actions' – Select 'Clone'
3. Amend 'Initial setup details' if required
4. Click 'Clone' button
5. Complete 'Additional data' for new booking
6. Select a Return flight/fare if required
7. Click 'Finish'

Where can I find more information?

You can contact Maxxia directly on **1300 123 123** or access our live chat service via **www.maxxia.com.au**



Important Information: This general information doesn't take your personal circumstances into account. Please consider whether this information is right for you before making a decision and seek professional independent tax or financial advice. Conditions and fees apply, and you should consider if they are acceptable before you accept any arrangements with Maxxia, along with credit assessment criteria for lease and loan products. The availability of benefits is subject to your employer's approval. Maxxia may pay and/or receive commissions in connection with its services.

Maxxia Pty Ltd | ABN 39 082 449 036.