

View Transport Bookings

Overview

The View transport booking page displays information about your travel bookings for attendance at medical appointments.

The screen displays upcoming travel bookings made by yourself, by health providers, and by DVA on your behalf. Your 20 previous travel bookings are also displayed.

The Transport bookings screen – Car bookings tab.

Transport menu.

View transport bookings

Transport bookings tabs

Upcoming travel section.

Previous travel section.

Appointment time / date	Pick up from	Going to	Booking no.	Status	Provider	
04:00 pm Thursday, 22 Mar 2012	5/144 MAIN SOUTH ROAD HACKHAM SA 5163	1 Burgan Place Calwell ACT 2655	8894928	Processing	-	More information

Appointment time / date	Pick up from	Going to	Booking no.	Status	Provider	
09:35 am Thursday, 22 Mar 2012	15 Burgan Street Calwell ACT 2650	5/144 MAIN SOUTH ROAD HACKHAM SA 5163	8894929	Processing	-	More information
02:30 pm Wednesday, 28 Dec 2011	5/144 MAIN SOUTH ROAD HACKHAM SA 5163	235 Springva 255 Adelong Street Wickham SA 2160	8894888	Processing	-	More information

There are two tabs on the Transport bookings page: Car bookings and Other bookings.

Car bookings

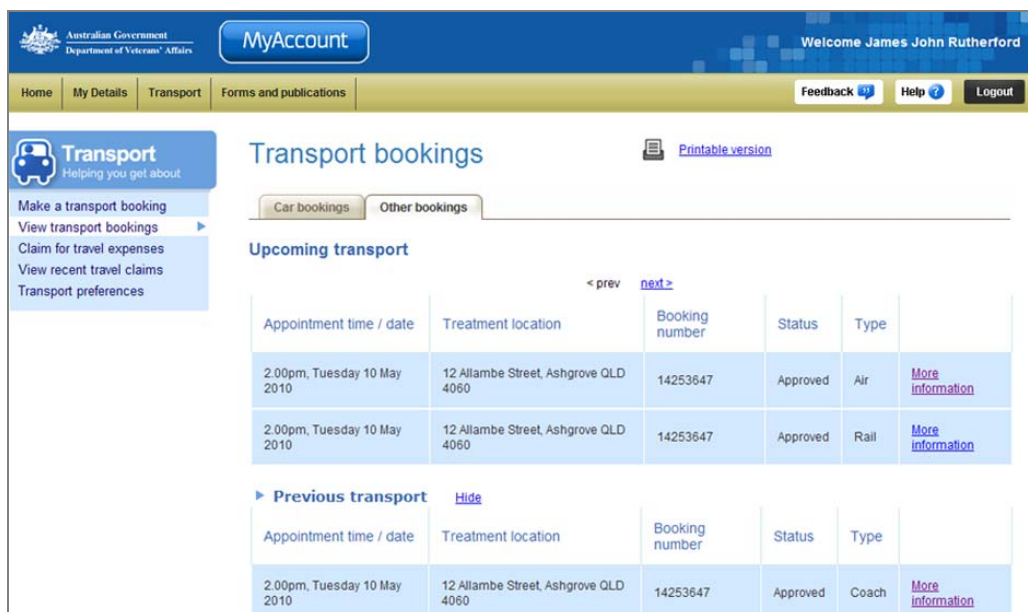
The Car bookings tab displays a list of your upcoming and previous travel bookings using authorised transport providers for taxi services. The information is presented in date order with the most recent booking displayed at the top of the list.

To display more information about a booking, such as contact numbers and specific instructions for transport providers, click on the **More information** link to the right of the booking.

Other bookings

The Other bookings tab displays upcoming and previous travel bookings involving long distance travel by air, coach, rail or ferry. These bookings are made on your behalf by DVA.

The Transport bookings screen – Other bookings tab.



To display more information about a booking, such as contact numbers and specific instructions for transport providers, click on the **More information** link to the right of the booking.

Booking status

For each travel booking, one of six different status indicators is displayed.

Status	Description
Processing	The claim has been received. Department staff will check eligibility and allocate a transport provider.
Completed	A taxi has been dispatched or the travel has been completed.
Rejected	The booking was rejected. Either the travel booking was not eligible or there was some other reason the booking could not be approved.
Did Not Travel	Travel was not completed for this booking. The booking was approved but the transport provider indicated that they did not provide the transport.
Cancelled	The booking has been cancelled prior to the travel occurring.

Edit or cancel a booking

You can edit or cancel Car bookings displayed in the Upcoming travel section of the Transport bookings screen.



Other bookings (for air, coach, rail or ferry travel) cannot be edited or cancelled in MyAccount. Also, Car

To edit an upcoming car booking:

- For the booking you are interested in, click on the **More information** link to the right of the booking.

The View transport booking screen updates.

View transport booking [Printable Version](#)

Would you like to: [Edit this booking](#) [Cancel this booking](#)

Booking number: 8891003 Status: Processing

1. Where are you travelling?

[From home to a medical appointment](#)

[From a medical appointment to your home](#)

2. What time and date is your appointment?

Appointment date: 22/05/2012
Appointment time: 09:00am

3. Address details

From:

Your contact number: 0215935741
Building / Business name:
Unit / Street number: U 1/6
Street name: COLLEY DR
Suburb: KIAMA
Postcode: 2533
State: NSW

To:

Practitioner name:
Practitioner contact number: 0123456789
Building / Business name:
Unit / Street number: 6
Street name: COLLEY
Suburb: KIAMA
Postcode: 2533

- To edit the booking, click on the **Edit this booking** button at the top of the screen. Go to Step 3.
- To cancel the booking, click on the **Cancel this booking** button at the top of the screen. Go to Step 5.

Edit a transport booking

- Make the required changes to the booking. Fields marked with a red asterisk (*) are mandatory.
- At the bottom of the screen, click on the **Save** button.

The View transport bookings screen updates.

Transport
Helping you get about

- Make a transport booking
- Transport bookings
- Claim for travel expenses
- View recent travel claims
- Transport preferences

View transport bookings

Car bookings | Other bookings

Upcoming travel

Appointment time / date	Pick up from	Going to	Booking no.	Status	Provider	
09:30 am Tuesday, 22 May 2012	U 1/6 COLLEY DR KIAMA NSW 2533	6 COLLEY KIAMA NSW 2533	8891003	Processing	-	More information

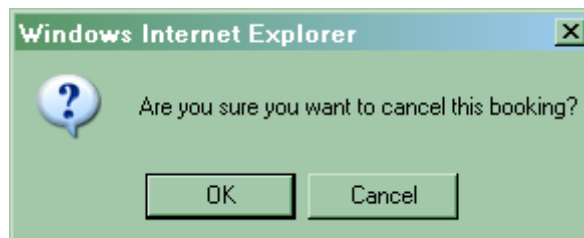
Previous travel [Hide](#)

Appointment time / date	Pick up from	Going to	Booking no.	Status	Provider	
09:00 pm Monday, 30 Apr 2012	6 COLLEY DR KIAMA NSW 2533	U 1/6 COLLEY DR KIAMA NSW 2533	8890977	Processing	-	More information
09:00 pm Monday, 30 Apr 2012	U 1/6 COLLEY DR KIAMA NSW 2533	6 COLLEY DR KIAMA NSW 2533	8890975	Completed	Yellow cabs	More information
02:00 pm Monday, 30 Apr 2012	55 EAST TCE KENSINGTON GARDENS SA 5068	53 EAST TCE KENSINGTON GARDENS SA 5068	8890983	Processing	-	More information
02:00 pm Monday, 30 Apr 2012	53 EAST TCE KENSINGTON	55 EAST TCE KENSINGTON			Yellow	More information

At the top of the screen a green success message states your booking has been successfully saved. The updated booking details are displayed in the Upcoming travel section.

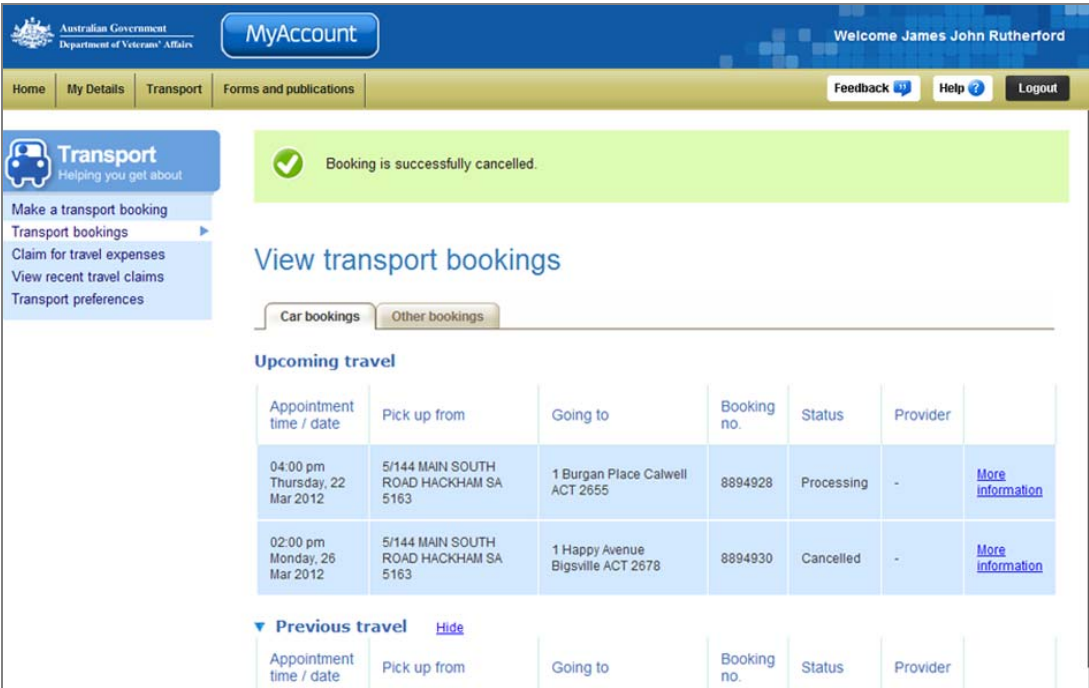
Cancel a transport booking

After you click on the **Cancel this booking** button, a dialog box displays.






- To cancel the booking, click on the **OK** button.

The View transport bookings screen updates.



At the top of the screen a green success message states your booking has been successfully cancelled. In the Upcoming travel section, the status of the booking has changed to 'Cancelled'.

Other functions

 Transport Helping you get about	To view another section or perform another transaction related to transport, click on a link in the Transport menu to the left of the page.
 Help	To get additional help with the View transport bookings screen, click on the Help button at to the top right of the page.
 Logout	When you are finished using MyAccount, to log out and finish using the service in a secure way, click on the Logout button.