UNSW SERKO® ONLINE
BOOKINGS MADE OUTSIDE SERKO® ONLINE

Web Address: https://unsw.serko.travel/Login/unsw

WHEN TO USE ‘BOOKINGS MADE OUTSIDE SERKO® ONLINE’

Where travel has not been booked via one of the UNSW preferred Travel Management Companies (STA and Voyager) you are able to record the travel in Serko® Online for the following reasons-

- Travel Allowance Management where applicable, i.e. calculating the travel allowance due, seeking approval for the travel allowances and requesting a travel allowance payment.
- Travel Diary management, i.e. identifying when a Travel Diary is required and prompting the Traveller to file a Diary upon their return.
- Duty of Care, i.e. in case of an emergency, UNSW needs to know where to contact the traveller.

The process for recording travel will be through SERKO® Online Custom Booking functionality as outlined below.

HOME PAGE

From the Home Page select ‘Request Custom Booking’.

Welcome, Chris Test

<table>
<thead>
<tr>
<th>ID</th>
<th>FNR</th>
<th>Travellers</th>
<th>Description</th>
<th>Contains</th>
<th>Travel From</th>
<th>Travel To</th>
<th>Status Type</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>81</td>
<td>TAPS</td>
<td>My Chris Test</td>
<td>SYD-BNE-SYD</td>
<td></td>
<td>20 Mar 2012</td>
<td>24 Mar 2012</td>
<td></td>
<td>$1,368.62</td>
</tr>
</tbody>
</table>

Total Bookings: 1
BOOKING DETAILS

Complete the Booking Details as required.

1. Your default School/Centre/Department and Travel Management Company from your profile will be displayed. This can be left at the default displayed.
2. At ‘Consultant’ select ‘Non UNSW Preferred Travel Consultant’.

Complete Custom Fields as required.

3. Allocation, Fund and Department will default to dummy codes, if you know the correct Fund and Default Codes please update, Leave allocation as 100.
4. At ‘Will this booking be managed through a UNSW preferred travel agent?’ select No.
5. At ‘Reason’ select a pre-defined Reason why you have booked through a non-preferred Travel Management Company.
6. At ‘Total cost of Travel Arrangements’ enter the total cost of travel arrangements.

Select ‘Save Details’.
ADD FLIGHT DETAILS

Select ‘+Flight’ from the Itinerary box.

Enter required flight details.

**Domestic Flights**
- For the first flight sector, the default departure time of (Any) must be changed to reflect the ‘actual’ departure time.
- For all remaining flight sectors, the default departure time of (Any) must be changed to reflect the ‘actual’ arrive time.

**International Flights**
- For the first flight sector, the default departure time of ‘Any’ must be changed to reflect the ‘actual’ arrive time.
- For all remaining flight sectors, the default departure time of ‘Any’ must be changed to reflect the ‘actual’ departure time.

*If times are not entered, Travel Allowances cannot be calculated.*

Select ‘Add Flight to Itinerary’. Flight details will be displayed in the Itinerary Box.

**Notes:**
- Once the Flight details have been entered, they can be viewed / edited by clicking on the Flight line from the Itinerary box.
- Each flight needs to be entered separately by repeating the steps above (e.g. One for departure and another for the return flight)
ADD CAR DETAILS

Select ‘+Car’ from the Itinerary box.

Enter required car details. Ensure Pick Up and Drop Off times are specified.

**Notes:**

- The default Pick-up time of (Any) must be changed to reflect the ‘actual’ Pick-up time.
- The default Drop-off time of (Any) must be changed to reflect the ‘actual’ Drop-off time.

If times are not entered, Travel Allowances cannot be calculated.

**Handy Hint:** At ‘Associate Flight’ field, select a Flight entry and the Pick Up and Drop Off details will default based on the flight details.

Select ‘Add Car to Itinerary’. Car details will be displayed in the Itinerary Box.

**Note:** Once the Car details have been entered, they can be viewed / edited by clicking on the Car line from the Itinerary box.
ADD HOTEL DETAILS

Select ‘+Hotel’ from the Itinerary box.

Enter required hotel details.

Notes:
- The default Check-in time of (Any) must be changed to reflect the ‘actual’ Check-in time.
- The default Check-out time of (Any) must be changed to reflect the ‘actual’ Check-out time.

If times are not entered, Travel Allowances cannot be calculated.

Handy Hint: At ‘Associate Flight’ field, select a Flight entry and the Check-In and Check-Out details will default based on the flight details.

Select ‘Add Hotel to Itinerary’. Hotel details will be displayed in the Itinerary Box.

Note: Once the Hotel details have been entered, they can be viewed / edited by clicking on the Hotel line from the Itinerary box.
ADD NOTES

Select ‘+Notes’ from the Itinerary box.

Enter any additional information required for reference purposes only.

Select ‘Add Note to Itinerary’. Notes details will be saved.

Note: Once the Note details have been entered, they can be viewed / edited by clicking on ‘+Notes’ from the Itinerary box.
SUBMIT CUSTOM BOOKING

Once all itinerary sectors have been completed, select 'Submit Booking Request'.

Note: Upon submitting a Custom Booking Request, if a Date of Birth does not exist in your profile you may be required to enter details.

BOOKING CREATED

The Custom Booking is successfully created.

Notes:
- No notification email is sent to the Traveller / Travel Booker.
- The status of the booking will be set to ‘Pending’.
COMPLETING THE UNSW TAB

**Note:**
Travel Allowances must be completed in order for your travel to be approved.
Serko® Online will only calculate Travel Allowances if the Traveller has a Serko® Traveller Profile.

BOOKING ACTIONS

Once a booking has been successfully created in Serko® Online; OR
The Consultant has actioned a booking request; then
The ‘UNSW’ tab will be displayed allowing the Travel Booker to enter the information pertinent to Travel Allowances and to calculate the allowances due.

From within the booking, select the ‘UNSW’ tab to access Travel Allowances.

Complete Personal Travel field.
**Note:** If the booking contains any Personal Travel you will be required to enter Dates and Times of Personal Travel.

Complete Travel Details fields.
**Note:** If the Reason for Travel is Conference/Seminar/Function/Event or ‘Training & Development’ you will be required to enter ‘Dates’ and ‘Meals Included’ with the conference/training.

Select ‘Calculate’ (The calculated Travel Allowances will be displayed)
COMPLEting the UNSW TAB cont....

- If required, adjust Travel Allowance values up to a maximum value of the calculated amount.
- If an allowance is not required, please zero out the amounts in the Total Payable column.
- If required, enter a Travel Advance amount.

Select ‘Save’ to complete the process. The booking can now be authorised.