A Custom Booking should only be used when your travel requirements cannot be met using the Quick Booking option e.g. complex international.

From the Home Page select ‘Request Custom Booking’.
BOOKING DETAILS

Complete the Booking Details as required.

Select ‘Save Details’

Notes:

1. Your default School/Centre/Department and TMC from your profile will be displayed. An alternative School/Centre/Department can be selected if required.

2. At ‘Consultant’ select one of the following based on your preferred TMC:-
   - Voyager = UNSW Online
   - STA = UNSW Online Custom

3. At “Will this booking be managed through a UNSW preferred travel agent?” select Yes.
ADD FLIGHT DETAILS

Select ‘+Flight’ from the Itinerary box.

Enter required flight details.

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

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

Select ‘+Car’ from the Itinerary box.

Enter required car details.

**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.

**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 that should be sent to your Travel management Company.

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.

An email will be sent to your Travel Management Company with your travel requirements.

When your travel arrangements have been confirmed you will be sent an itinerary.
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)
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.

---

**Travel Allowances**

Travel Allowance values have been calculated, and results are displayed below. The payable values shown can be adjusted as required, up to a maximum value of the calculated amount. If changes are made, click Save to retain the updated values and notify the authorizer that changes have been made.

<table>
<thead>
<tr>
<th>Date</th>
<th>Breakfast Rate</th>
<th>Lunch Rate</th>
<th>Dinner Rate</th>
<th>Calculated</th>
<th>Total Payable</th>
</tr>
</thead>
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<tr>
<td>Sat 14 Jul 2012</td>
<td>25.70</td>
<td>36.40</td>
<td>51.00</td>
<td>113.10</td>
<td>113.10</td>
</tr>
<tr>
<td>Sun 15 Jul 2012</td>
<td>25.70</td>
<td>36.40</td>
<td>51.00</td>
<td>113.10</td>
<td>113.10</td>
</tr>
<tr>
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<td>36.40</td>
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<tr>
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<td>36.40</td>
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<tr>
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<tr>
<td>Sat 21 Jul 2012</td>
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<td></td>
<td></td>
<td>853.80</td>
<td>853.80</td>
</tr>
</tbody>
</table>

**Incidentals**

- **Calculated**: 4,258.69
- **Total Payable**: 4,258.69

**Travel Advance**

- **Comment**: 
- **Total Payable**: 0.00

**Totals**

- **Total Due**: 5,112.49

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