UNSW SERKO® ONLINE

GUEST TRAVELLER BOOKING

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

HOME PAGE

From the Home Page select ‘Make a Quick Booking’.

CREATE TRAVELLER

Select 'Create Traveller'

Note: Travel Coordinator access needs to be given before this option is available, please email travel@unsw.edu.au
TRAVELLER DETAILS

Complete the Traveller details, and then select ‘OK’

**Note:** Fields marked with an asterisk * are mandatory.

INITIAL SET UP

Complete the booking setup details as required, then select ‘Next’.

**Notes:**
1. If no policies are available for selection, ensure you have the correct ‘School/Centre/Dept.’ selected.
2. If you do not have access to the Executive Policies and you believe you should, contact Serko® Online Support. (Contact details are on the Home Page)
AIR SELECTION

Enter cities, dates and times, then select ‘Search for Air Availability’.

Notes:
1. By default, ‘Direct Flights Only’ will be selected resulting in direct flights being displayed where available. If there are no direct flights, then connecting flights will be displayed. To view connecting flights de-select ‘Direct Flights Only’.
2. SERKO® Online will search 45 minutes either side of times selected.
3. By default, two flight sectors will be displayed. To increase or decrease the number of sectors select the ‘Route’ box.

AIR AVAILABILITY

SERKO® Online will display available flights and fares. Clicking on the ▼ icon will display additional fares. Select the fare(s) as required, then select ‘Next’.

Flight Information Icons
- Click the airline icon for flight information
- Instant Purchase Fare
- Best- Available Fare
- No. of Stops
- Connecting Flight
- Baggage Included in Fare
- Private Fare
- Return Fare
ITINERARY OPTIONS

If booking more than 2 air sectors with car and/or hotel and/or the fares selected are upgradeable, upon selecting Next, the ‘Itinerary Options’ screen will be displayed.

Confirm your itinerary options for each destination.

<table>
<thead>
<tr>
<th>Destination</th>
<th>Air</th>
<th>Hotel</th>
</tr>
</thead>
<tbody>
<tr>
<td>Melbourne</td>
<td>Not Upgradable</td>
<td>Let me choose</td>
</tr>
<tr>
<td>Adelaide</td>
<td>Not Upgradable</td>
<td>Let me choose</td>
</tr>
<tr>
<td>Sydney</td>
<td>Not Upgradable</td>
<td>Not Required</td>
</tr>
</tbody>
</table>

FARE RULES

Fare Conditions are displayed separately for each air sector. Use the drop down to view the respective fare conditions for each flight.

After reading the conditions, select ‘Accept’.

Fare Rules

Select Flight
Sydney/Melbourne - 20 Mar 2012

Penalties
From/To Australia For Qstdeal Type Fares
Changes
Charge Aud 60.00 For Reissue/ Revalidation.
Note
BEST FARE OF THE DAY

If the best fare has not been selected for any of the flights, a reason must be provided.

CAR SELECTION

Where ‘Car’ has been selected in the Initial Setup for the booking, the Car Selection screen will automatically be displayed.

Enter booking criteria, and then select ‘Search for Car Availability’.

Notes:
1. If ‘Not Required’ or ‘Best In Policy’ has been selected in Itinerary Options – the Car Selection screen is not automatically displayed.
2. ‘Advanced Options’ can be used to further refine the Car Availability displayed.
3. By default, the car pick up and drop off locations will be the airport. Advanced Options can be used to amend location(s).
CAR AVAILABILITY

SERKO® Online will display available cars and rates.

Select the rate as required, then select ‘Next’.

![Car Availability Screenshot]

SPECIAL REQUESTS

Enter any Special Requests required for the Car segment, then select ‘OK’.

![Special Requests Screenshot]
HOTEL SELECTION

Where ‘Hotel’ has been selected in the Initial Setup for the booking, the Hotel Selection screen will automatically be displayed.

Enter booking criteria, and then select ‘Search for Hotel Availability’.

Notes:-
1. If ‘Not Required’ or ‘Best In Policy’ has been selected in Itinerary Options the Hotel Selection screen is not automatically displayed.
2. ‘Known Hotels within Location’ will display hotels that fall within the search criteria. If no hotels fall within the search criteria, the ‘radius’ will be extended to widen the search.

HOTEL AVAILABILITY

SERKO® Online will display available Hotels.

By default, three room rates will be displayed per Hotel. To view more rates, select ‘More Rates…’

Select ‘Show on Map’ to view the hotel location.

Select the appropriate rate, then select ‘Next’.
SPECIAL REQUESTS

Enter any Special Requests required for the Hotel segment, then select ‘OK’.

Special Requests
Please enter any Special Requests you would like for this Hotel segment.
Special Request:
Comment: 

Ok Cancel
COMPLETE BOOKING

Select the Additional Data tab and complete highlighted fields.

If the booking includes an Instant Purchase Fare, you are required to agree to provider conditions.

Select ‘Finish’ to create the booking.

**Note:**

1. If you don’t have all the information required to complete the booking, select ‘Hold Booking’. This option will not create a booking, therefore the seats and prices cannot be guaranteed. The booking can then be completed at a later stage.

2. Select a credit card (This is only an option when more than one credit card is listed on the travellers profile)
**BOOKING CREATED**

The booking has been successfully created.

An itinerary will be sent to the Travel Coordinator and Authoriser.

An ‘Outstanding Task’ email will be sent to the Travel Coordinator and Traveller.

To send an itinerary to the Traveller select ‘Email’ and complete the required details.