UNSW SERKO® ONLINE
LAND ONLY BOOKING

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

HOME PAGE

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

![Image of the home page with a table and buttons for 'Make a Quick Booking' and 'Request Custom Booking']

TRAVELLER SEARCH

Search and select the Traveller you wish to make a booking for, and then select ‘OK’. (This step will only be an option if you are a Travel Coordinator, if not please continue to INITIAL SETUP)

Note:
1. You also have the option to create a traveller if you are a Travel Coordinator. (Please see the user guide ‘Guest Traveller Booking’ for more information)

![Image of the traveller search page with fields for search criteria and buttons for 'Create Traveller', 'Ok', and 'Cancel']
INITIAL SETUP

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

Notes:
1. For a Land only booking you will need to remove the tick from the ‘Air’ box and select Car and/or Hotel.
2. If no policies are available for selection, ensure you have the correct ‘School/Centre/Dept.’ selected.
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. ‘Advanced Options’ can be used to further refine the Car Availability displayed.
2. 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’.
Enter any Special Requests required for the Car segment, then select ‘OK’.

**Special Requests**

Please enter any Special Requests you would like for this Car segment.

- Extra (Max 3)
- □ Navigational System

**Special Requests:**

**Comments:**

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

**Note:** ‘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.

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

**Comment:**
COMPLETE BOOKING

Select the Additional Data tab and complete highlighted fields.

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 person who made the booking and Authoriser.

An ‘Outstanding Task’ email will be sent to the person who made the booking and the Traveller.
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.