UNSW SERKO® ONLINE

MAKING A BOOKING AS A TRAVEL COORDINATOR

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

HOME PAGE

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

SELECT TRAVELLER

Select the traveller for whom you are booking for.

Note: If the Traveller is not listed in the Traveller Search screen, you will need to allocate the traveller via the ‘My Profile’ > ‘My Travellers’ tab.
INITIAL SETUP

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)
3. The School/Centre/Department and TMC will default based on the Traveller Profile. An alternative can be selected if required.

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’.

Notes for International Travel:
1. Upon selecting outbound flight / fare SERKO® Online will highlight possible flight / fare options for the return flight.
2. Once both flights have been selected SERKO® Online will apply a further validation to ensure the selected fare is applicable to the actual flights chosen.

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.
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.

⚠️ The best fare of the day was not selected.
Please select a reason from the list or enter specific details in the field provided.
Select Reason

< Please Select a Reason >

Details (Optional)
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, 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’.

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**Car Selection**

**Pick-up City**: Melbourne (MEL)

**Pick-up**: 20 Mar 2012 08:20 a.m.

**Drop-off**: 22 Mar 2012 03:45 p.m.

**Advanced Options**

- Policy Options
- Preferred
- Preferred and NonPreferred

**Drop-off City**: Melbourne (MEL)

**Car Company**: Avis Rent A Car System, Inc.

**Pick-up Location**: Melbourne Airport Vic Airport Drive

**Drop-off Location**: Melbourne Airport Vic Airport Drive

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**Car Availability**

<table>
<thead>
<tr>
<th>Rate</th>
<th>Information</th>
<th>Vehicle</th>
<th>Options</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>$36.32</td>
<td>Description: CORPORATE RATE</td>
<td>Category: 2/4 Door Car</td>
<td>Transmission: Manual</td>
<td>$36.32</td>
</tr>
<tr>
<td></td>
<td>Km Charges: Unlimited Mileage</td>
<td>Models: Hyundai Getz 1.5 Or Similar</td>
<td>Air Conditioning: Yes</td>
<td></td>
</tr>
<tr>
<td>$37.22</td>
<td>Description: CORPORATE RATE</td>
<td>Category: 2/4 Door Car</td>
<td>Transmission: Manual</td>
<td>$37.22</td>
</tr>
<tr>
<td></td>
<td>Km Charges: Unlimited Mileage</td>
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<td>Air Conditioning: Yes</td>
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<tr>
<td>$38.32</td>
<td>Description: CORPORATE RATE</td>
<td>Category: 2/4 Door Car</td>
<td>Transmission: Automatic</td>
<td>$38.32</td>
</tr>
<tr>
<td></td>
<td>Km Charges: Unlimited Mileage</td>
<td>Models: Hyundai Getz 1.5 Or Similar</td>
<td>Air Conditioning: Yes</td>
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<tr>
<td>$39.32</td>
<td>Description: CORPORATE RATE</td>
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</tr>
</tbody>
</table>
SPECIAL REQUESTS

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

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)
The booking has been successfully created.

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

To send an itinerary to the Traveller select ‘Email’ and complete the required details.
Making a booking as a Travel Coordinator

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.

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