

UNSW SERKO® ONLINE

MAKING A BOOKING AS A TRAVELLER

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

HOME PAGE

From the Home Page select 'Make a Quick Booking'.

ID #	PNR	Travellers	Description	Contains	Travel From	Travel To	Status Type	Total
81	YJFLRS	Mr Chris Test	SYD-BNE-SYD		20 Mar 2012	24 Mar 2012		\$1,368.63

Total Bookings: 1

[View all your bookings\(1\)](#)

[Make a Quick Booking](#) [Request Custom Booking](#)

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

Quick Booking Wizard

[Setup](#) [Summary](#)

[Back to Booking List](#)

Initial Setup

Traveller(s)*

What kind of trip is this?* Domestic International

What is this trip made up of?* Air Car Hotel

Available School/Centre/Dept.*

Available Policies*

Making a booking as a Traveller

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 Selection

Flight Options Direct Flights Only 'Checked Baggage' required [Show Unused Tickets](#)

No.	From	To	Date	Time	Class
1	Sydney (SYD)	Melbourne (MEL)	20 Mar 2012	07:00 a.m.	(any)
<input checked="" type="checkbox"/> 2	Melbourne (MEL)	Sydney (SYD)	22 Mar 2012	05:00 p.m.	(any)
<input type="checkbox"/> 3	Select a City	Select a City		05:00 p.m.	(any)
<input type="checkbox"/> 4	Select a City	Select a City		05:00 p.m.	(any)
<input type="checkbox"/> 5	Select a City	Sydney (SYD)		05:00 p.m.	(any)

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'.

Air Availability Apply Filters... Sort By...

Showing 'All Fares' sorted by 'Departure Time' Total Selected Fare: \$0.00

Sydney to Melbourne 20 Mar 2012 Available Flight(s): 14 of 14

Depart	Arrive	Travel	Restricted	Flexible	Refundable	
06:30 a.m. Sydney	08:05 a.m. Melbourne	1h 35m nonstop	\$152	\$226	\$506	
06:30 a.m. Sydney	08:05 a.m. Melbourne	1h 30m nonstop	\$85	No Fares	\$199	
06:45 a.m. Sydney	08:20 a.m. Melbourne	1h 35m nonstop	\$124	\$226	\$506	
06:45 a.m. Sydney	08:20 a.m. Melbourne	1h 30m nonstop	\$85	No Fares	\$199	

Flight Information Icons

- Click the Airline icon for flight information
- Instant Purchase Fare
- Best Available Fare
- No. of Stops
- Click for detailed fare rules
- Private Fare
- Connecting Flight
- Baggage Included in 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.

Itinerary Options




Confirm your Itinerary Options for each destination.

Air

- Not upgradeable - no upgrade available
- Upgradeable - select from the options

Car / Hotel

- Not Required - no Car/Hotel required
- Let me choose - you will be directed to the Car/Hotel Selection page
- Best in policy - the lowest Car/Hotel within policy will be automatically added to your itinerary

Destination	Air	Hotel
1  Melbourne	Not Upgradeable	Let me choose <input type="button" value="v"/>
2  Adelaide	Not Upgradeable	Let me choose <input type="button" value="v"/>
3  Sydney	Not Upgradeable	Not Required <input type="button" value="v"/>

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 Optdeal 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 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 Non Preferred

Drop-off City* Melbourne (MEL)

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

Pick-up Location Melbourne Airport Vic Airport Drive [Show Locations On Map](#)

Drop-off Location Melbourne Airport Vic Airport Drive [Show Locations On Map](#)

CAR AVAILABILITY

SERKO® Online will display available cars and rates.

Select the rate as required, then select 'Next'.

Car Availability

Showing 'Avis Rent A Car System, Inc.' Apply Filters... ▼
Total Estimated Amount: **\$149.13**

[Show Map](#)

AVIS Avis Rent A Car System, Inc. Available Car(s): 6
Pick-up: Melbourne (MEL) on 20 Mar 2012 at 08:20 a.m.
Drop-off: Melbourne (MEL) on 22 Mar 2012 at 03:45 p.m.
Location: Melbourne Airport Vic Airport Drive [Show On Map](#)
Open Hours: 05:00 -23:59

Rate	Information	Vehicle	Options
<input checked="" type="radio"/> \$36.52 Daily AUD	Description: CORPORATE RATE Km Charge: Unlimited Mileage Estimated Amount: \$49.71 / day	Class: Economy Category: 2/4 Door Car Model: Hyundai Getz 1.5 Or Similar	Transmission: Manual Air Conditioning: Yes
<input type="radio"/> \$37.22 Daily AUD	Description: CORPORATE RATE Km Charge: Unlimited Mileage Estimated Amount: \$50.64 / day	Class: Compact Category: 2/4 Door Car Model: Hyundai Getz 1.5 Or Similar	Transmission: Manual Air Conditioning: Yes
<input type="radio"/> \$38.32 Daily AUD	Description: CORPORATE RATE Km Charge: Unlimited Mileage Estimated Amount: \$52.11 / day	Class: Compact Category: 2/4 Door Car Model: Hyundai Getz Or Similar	Transmission: Automatic Air Conditioning: Yes
<input type="radio"/> \$39.32 Daily AUD	Description: CORPORATE RATE Km Charge: Unlimited Mileage	Class: Intermediate Category: 2/4 Door Car	Transmission: Automatic Air Conditioning: Yes

SPECIAL REQUESTS

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.

Extras (Max 3):

Navigational System

Special Request:

Comment:

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, 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 Selection

When?
 Check-in* 20 Mar 2012 05:00 p.m. Check-out* 22 Mar 2012 10:00 a.m.

Where?
 Closest city* Melbourne (MEL)

Search by* Location Address Name All

Location* Central Business District

Within radius* 5 km

Known Hotels Within Location
 The first 50 hotels best suited to your search criteria are displayed.
 50 hotels are located within a 5 Km radius of Central Business District. [Show On Map](#)

Buttons: Cancel Quick Booking Wizard, Back, **Search for Hotel Availability**, Next

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'.

Hotel Availability

Showing 'Location Central Business District' sorted by 'Preferred' Total Selected Rate: \$159.00

[Show Map](#)

Melbourne (MEL), 20 Mar 2012 to 22 Mar 2012 Available Hotel(s): 42 of 49
 7 hotels have returned no availability. [Show](#)

Rate Range (AUD)	Hotel	Distance
\$159.00 to \$189.00	Citigate Melbourne Myridelio (IQ) Contact Details Transfer Details Show On Map	0.56 km I P
	Room Rate Room	
<input checked="" type="radio"/> \$159.00	Best Available Rate. Citigate - Twin Beds.	
<input type="radio"/> \$159.00	Best Available Rate. Citigate Room With King Bed.	
<input type="radio"/> \$159.00	Best Available Rate. Citigate - King Or Twin Beds.	
	More Rates...	
\$119.20 to \$239.00	Hotel Grand Chancellor Melbourne Vantis Hotel Group (LM) Contact Details Transfer Details Show On Map	0.53 km i \$

Buttons: Apply Filters..., Sort By..., 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

Making a booking as a Traveller

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)

Complete Booking

I accept the Instant Purchase provider [Terms and Conditions](#)

Outstanding Tasks

1. Complete items highlighted on the [Additional Data](#) tab
2. Accept the Instant Purchase provider Terms and Conditions
3. Click "Finish" to finalise your Booking

Cancel Quick Booking Wizard
Hold Booking
Finish

ITINERARY
ADDITIONAL DATA
PREFERENCES
More Actions...

Booking Data

Main Destination*

Authoriser*

Custom Fields

Fees (Conference/Seminar) in AUD currency

Additional Costs in AUD currency

Allocation (%)*

Fund*

Department*

Project

Purpose of Travel

Invoice recipient*

Have you submitted relevant online leave forms (recreation/conference)?*

I acknowledge that if the number of private days exceeds 40% of total, FBT may be payable*

Notes

Itinerary

Travel Agency

Please note additional fees may be charged for notes to Travel Agency.

Credit Card Details

Air Payment

Source	Type	Card Number	Expiry	Name on Card
<input type="radio"/> Traveller - Ms Mary Training	VI	4111*****1111	08/2014	Test
<input type="radio"/> Traveller - Ms Mary Training	VI	4111*****1111	12/2019	Mary Training

BOOKING CREATED




The booking has been successfully created.

An itinerary will be sent to the Traveller and Authoriser.

HOME BOOKING MY PROFILE ADMIN Tracey Test Logout ?




SERKO® Reference: 82, Amadeus Reference: YJGWZ [Back to Booking List](#)

Status Pending Print Email Cancel More Actions...

Booking Details		Totals		Hide
Traveller(s)	Mr Peter Test	Air Total	\$269.70	
Date	20 Mar 2012 to 22 Mar 2012	Car Total	\$149.13	
Policy	Australia - Main Cities	Hotel Total	\$238.40	
Kind of trip	Domestic	Other	\$0.00	
Contains	  	Expenses	\$0.00	
School/Centre/Dept	School Of Business - TMC Voyager	Trip Total ?	\$657.23	
Last Ticketing Date	26 Jan 2012			

ITINERARY ADDITIONAL DATA PREFERENCES AUDIT

20 Mar 2012

 Qantas Airways Flight: QF403 Airline Ref: YJGWZ	Departs: Sydney 06:45 a.m. Arrives: Melbourne 08:20 a.m.	FlyingTime: 1h 35m Baggage: 	Price: \$120.85 Class: Economy O (OPTDEAL) Status:  Confirmed Best Fare Selected	More Actions...
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Making a booking as a Traveller

COMPLETING THE UNSW TAB

Note: -

Travel Allowances must be completed in order for your travel to be approved.

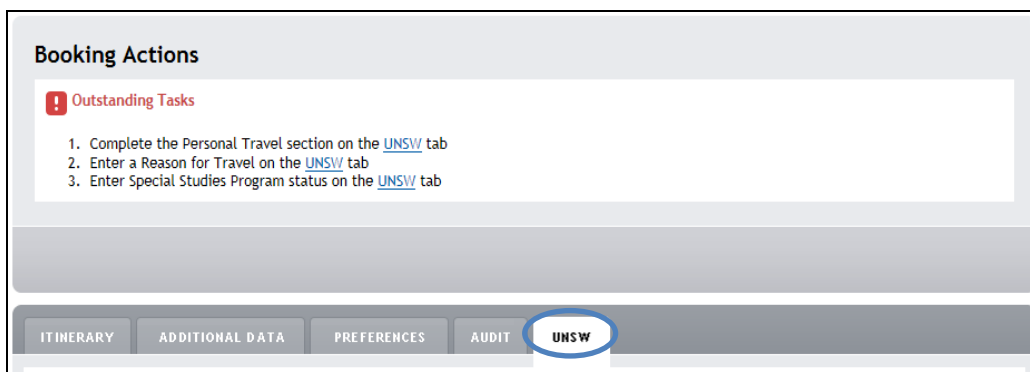
Serko® Online will only calculate Travel Allowances if the Traveller has a Serko® Traveller Profile.

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.



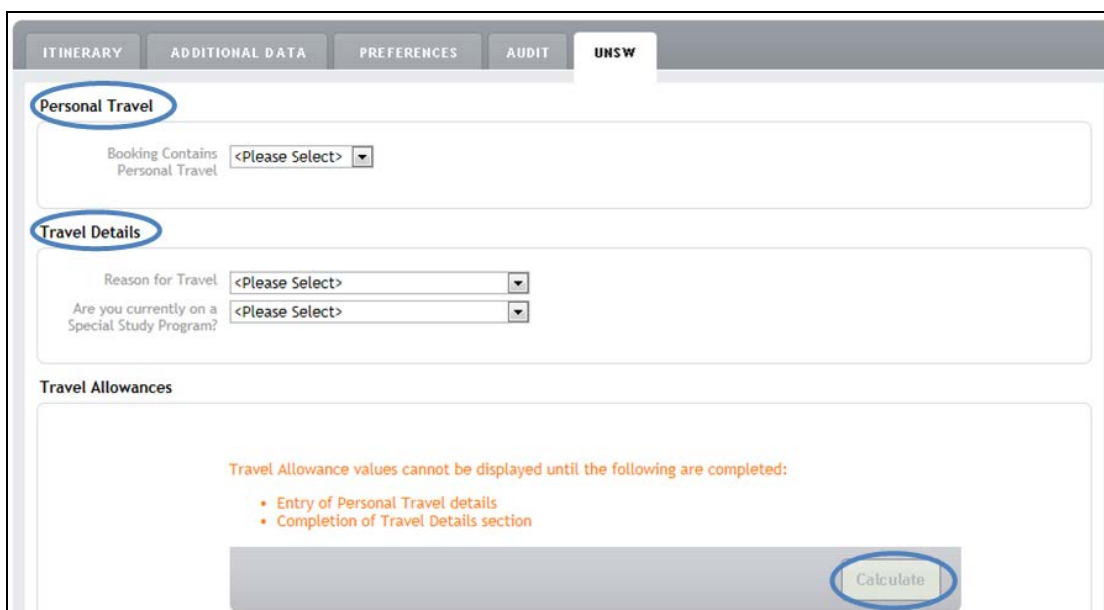
Complete Personal Travel field.

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.

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 authorisor that changes have been made.

Meals	Date	Breakfast Rate	Lunch Rate	Dinner Rate	Calculated	Total Payable
	Sat 14 Jul 2012	25.70	36.40	51.00	113.10	113.10
	Sun 15 Jul 2012	25.70	36.40	51.00	113.10	113.10
	Mon 16 Jul 2012	25.70	36.40	51.00	113.10	113.10
	Tue 17 Jul 2012	25.70	36.40	51.00	113.10	113.10
	Wed 18 Jul 2012	25.70	36.40	51.00	113.10	113.10
	Thu 19 Jul 2012	25.70	36.40	51.00	113.10	113.10
	Fri 20 Jul 2012	25.70	36.40	51.00	113.10	113.10
	Sat 21 Jul 2012	25.70	36.40	0.00	62.10	62.10
	Total				853.80	853.80

Incidentals	Calculated	Total Payable
	4,258.69	4,258.69

Travel Advance	Comment	Total Payable
		0.00

Totals	Total Due
	5,112.49

Calculate

Save

Cancel

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