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’.

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.
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.

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
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></td>
<td>Not upgradable</td>
<td>Let me choose</td>
</tr>
<tr>
<td>1 Melbourne</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 Adelaide</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 Sydney</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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’.

<table>
<thead>
<tr>
<th>Select Flight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sydney/Melbourne - 20 Mar 2012</td>
</tr>
</tbody>
</table>

Penalties

From/ To Australia For QTD deal 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.

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**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’.

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, 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: 

[Box with 'Ok' and 'Cancel' buttons]
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 Traveller and Authoriser.
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.