

UNSW SERKO® ONLINE

BOOKING ON HOLD

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

WHEN TO USE 'BOOKING ON HOLD'

A booking can be placed 'on hold' when mandatory information is not known at the time of making the booking or the traveller is not able to confirm their arrangements.

When a booking is placed on hold the travel is not confirmed; rather a record of the travel requirements is held.

MAKE A QUICK BOOKING

Select flights, accommodation and/or car rental as required.

From the 'Complete Booking' page, select 'Hold Booking'.

Note: This option will not create a booking, therefore the seats and prices can not be guaranteed.

Complete Booking

Outstanding Tasks

1. Complete items highlighted on the [Additional Data](#) tab
2. Click "Finish" to finalise your Booking

Cancel Quick Booking Wizard

Hold Booking

Finish

ITINERARY

ADDITIONAL DATA

PREFERENCES

More Actions...

You have 2 itinerary entries which break policy

28 Mar 2012



Qantas Airways
Flight: QF 405

Departs: Sydney
06:30 a.m.
Arrives: Melbourne
08:05 a.m.

FlyingTime: 1h 35m
Baggage:

Price: \$243.20
Class: Economy V (VFLEX)
Best Fare: \$69.00 on Jetstar
Airways (JQ501 @ 07:00)
Lost Savings: \$174.20

More Actions...

30 Mar 2012



Qantas Airways
Flight: QF 468

Departs: Melbourne
04:15 p.m.
Arrives: Sydney
05:40 p.m.

FlyingTime: 1h 25m
Baggage:

Price: \$243.20
Class: Economy V (VFLEX)
Best Fare: \$119.00 on Jetstar
Airways (JQ512 @ 13:35)
Lost Savings: \$124.20

More Actions...

Cancel Quick Booking Wizard

Hold Booking

Finish

Booking on Hold

ACCESS TO 'ON HOLD' BOOKINGS

On the Home Page a link will be displayed ['View on hold bookings'](#)

Note: The numeric displayed after the link is the current number of bookings on hold.

HOME | BOOKING | MY PROFILE | ADMIN | Tracey Test | Logout | ? | [Icon]

Welcome, Tracey Test

Information

ID #	PNR	Travellers	Description	Contains	Travel From	Travel To	Status Type	Total
77	8IKTXG	Ms Tracey Test	SYD-BNE-SYD	✈	7 Mar 2012	9 Mar 2012	⌚ 🌐	\$327.70
74	8H2TMR	Ms Tracey Test	SYD-MEL-SYD	✈	19 Mar 2012	21 Mar 2012	⌚ 🌐	\$371.70
76	8H3JTV	Ms Tracey Test	SYD-MEL-SYD	✈	29 Mar 2012	31 Mar 2012	⌚ 🌐	\$327.70

Total Bookings: 3

[View all your bookings\(3\)](#) [View shared bookings\(1\)](#) [View on hold bookings\(1\)](#)

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

RESUME OR CANCEL

Upon selecting the ['View on hold bookings'](#) link, the On Hold Bookings will be displayed.

To change and/or complete an 'on hold' booking, select 'Resume'

Notes:-

1. Selecting 'Resume' will resume the Quick Booking process at the 'Complete Booking' page and will remove the booking from your On Hold Booking list.
2. If any of your original travel requests are no longer available you will be directed to the appropriate window to select an alternative.

To cancel an 'on hold' booking, select 'Cancel'

Note: selecting 'Cancel' will remove the booking from your On Hold Booking list and there will be no audit trail of the booking ever existing.

To exit the Shared Bookings / On Hold Bookings list select 'Close'.

Shared Bookings

To create a booking from a shared booking click 'Book'. To remove a shared booking request from your list click 'Ignore'.

ID# ▲	Traveller ▲ ▼	Description	Contains	Travel From	Travel To	
78	Mr Elizabeth Test	SYD-BNE-SYD	✈	7 Mar 2012	9 Mar 2012	Book Ignore

Total shared bookings: 1

On Hold Bookings

To resume an on hold booking click 'Resume'. To remove a on hold booking from your list click 'Cancel'.

ID# ▲ ▼	Traveller ▲ ▼	Description	Contains	Travel From ▲ ▼	Travel To	
12	Ms Tracey Test	SYD/MEL/SYD	✈	28 Mar 2012	30 Mar 2012	Resume Cancel

Total on hold bookings: 1

[Close](#)

REMINDERS FOR 'ON HOLD' BOOKINGS

Where a booking has been placed 'on hold' the following reminders for the Travel Booker will take place:-

1. Upon log-in to Serko® Online the travel booker will be automatically re-directed to 'View On Hold Bookings'.
2. At 6am each day, an email will be sent to all travel bookers that have bookings on hold, with a list of their 'On Hold' bookings.