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.

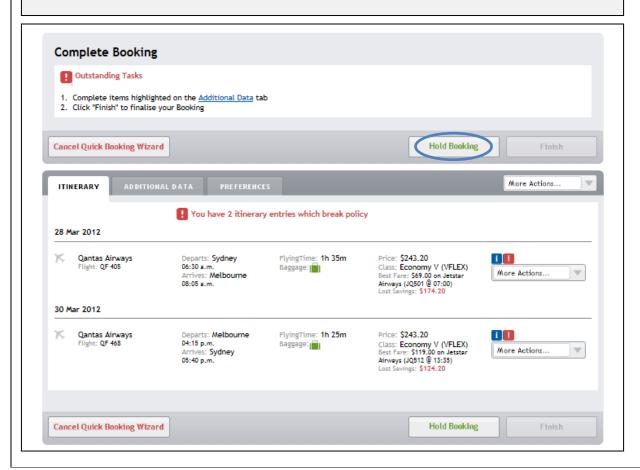
When a booking is placed on hold the travel is not confirmed; rather a record of the travel requirements is held.

MAKE A QUICK BOOKING

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

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

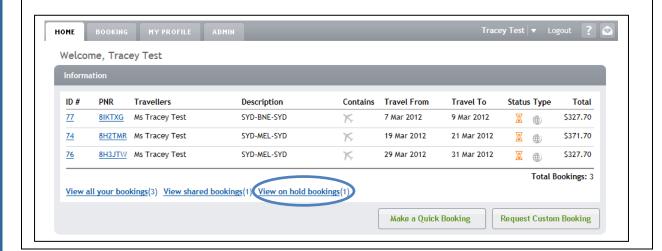
Note: This option will not create a booking, therefore the seats and prices can not be guaranteed.



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.



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'

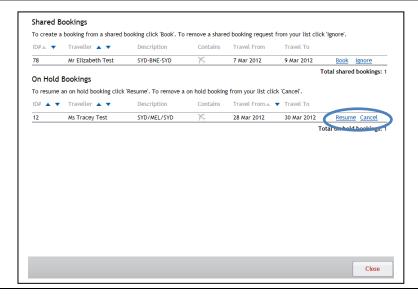
Notes:-

- 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'.



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.