

# UNSW SERKO® ONLINE

## CHANGE BOOKING

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

### BOOKING PAGE

From the Booking page select the booking you wish to change.

**Notes:-**

1. Select 'Apply Filters' to alter the bookings displayed.
2. To display the booking click on the booking ID or PNR

HOME **BOOKING** MY PROFILE ADMIN Tracey Test Logout ?

Welcome, Tracey Test

Bookings - I made with Any status. Apply Filters...

ID #▲▼	PNR▲▼	Travellers▲▼	Description▲▼	Contains	Travel From▲▼	Travel To▲▼	Status Type	Total▲▼
78	8HZB45	Mr Elizabeth Test	SYD-BNE-SYD	✈	Wed 7 Mar	Fri 9 Mar	🕒 🌐	\$327.70
77	8IKTXG	Ms Tracey Test	SYD-BNE-SYD	✈	Wed 7 Mar	Fri 9 Mar	🕒 🌐	\$327.70
76	8H3JTV	Ms Tracey Test	SYD-MEL-SYD	✈	Thu 29 Mar	Sat 31 Mar	🕒 🌐	\$327.70

**FAQs:**

**When can a booking be changed via SERKO® Online?**

- The air portion can be changed up until the time the tickets are issued or the TMC takes control of the booking. The ticketing date can vary depending on the airline and the fare selected.
- The car and hotel portion can be changed at any time.

**How will I know if the air portion has been ticketed?**

- If the air sectors have been ticketed the status of the booking, at the top of the screen, will be set to ticketed.

**Where can I find the option to change my air travel?**

- The 'Change Departure/Return Date/Time' options can be found under the 'More Actions' drop down to the right of the air sector and under the 'More Actions' drop down at the top right of the screen.
- The 'Move Whole Trip' option can be found under 'More Actions' at the top right of the screen. Note: This option will only be displayed if the booking meets certain criteria.
- The 'Advanced Flight' option can be found under 'More Actions' at the top right of the screen.

**Which change option should I use to change my flights?**

- If you need to change the date and/or time but not airlines or the type of fare for one sector, the 'Change Departure/Return Date/Time' option should be used
- If you need to change the date and/or time but not airlines or the type of fare for both sectors, the 'Move Whole Trip' option should be used.
- If you need to change the airline, type of fare, date and/or time the 'Advanced Flight' option should be used.

**Why can't I see the options to change my flights?**

- This is because your flights have been ticketed or the Travel Consultant has made changes to your booking. You will need to contact your Travel Consultant to make any changes.

### MORE ACTIONS

From within the More Actions drop down select the type of change required.

The screenshot shows a web interface for a booking system. At the top, there are navigation tabs: HOME, BOOKING, MY PROFILE, and ADMIN. The user is logged in as 'Tracey Test'. The main content area shows booking details for a traveller named 'Ms Tracey Test' on the dates '20 Mar 2012 to 22 Mar 2012'. The status is 'Pending'. A 'More Actions...' dropdown menu is open, showing options like 'Clone', 'Add To Calendar', 'Create New 'Quick Booking'', 'Create New 'Custom Booking'', 'Share: With SERKO® Online Traveller', 'Add: Car, Hotel', and 'Change: Advanced Flight, Move Trip, Depart Date / Time, Return Date / Time'. The 'Change' options are circled in blue.

### MOVE TRIP, DEPART DATE/TIME, RETURN DATE/TIME

Select Dates and Times then select 'Search for Air Availability'

**Note:** Move Trip, Depart Date/Time, Return Date/Time will change air/car/hotel sectors to new travel dates. This option is only available when booking contains direct flights.

The screenshot shows a 'Modify Booking - Move Trip' form. It includes a table with columns for 'From', 'To', 'Date', and 'Time'. The first row shows a flight from Sydney to Melbourne on 20 Mar 2012 at 07:00 a.m. The second row shows a return flight from Melbourne to Sydney on 22 Mar 2012 at 03:00 p.m. At the bottom of the form, there are three buttons: 'Search for Air Availability' (circled in blue), 'Ok', and 'Cancel'.

	From	To	Date	Time
1.	Sydney	Melbourne	20 Mar 2012	07:00 a.m.
2.	Melbourne	Sydney	22 Mar 2012	03:00 p.m.

**MOVE TRIP, DEPART DATE/TIME, RETURN DATE/TIME cont....**

Available flights will be displayed.

Select flights as required and click OK.

**Notes:-**

- 1. SERKO® Online will only display flights for the original airline and class of travel. Use 'Advanced Changes' to change the airline or class of travel.
- 2. Preferred seats will need to be re-requested for changed flights.

**Modify Booking - Move Trip**  
Booking #80

To Modify your Departure and Return dates, select the new dates and click 'Search'. Then select new Departure and Return flights from the search results and click 'Ok'.

From	To	Date	Time
1. Sydney	Melbourne	27 Mar 2012	07:00 a.m.
2. Melbourne	Sydney	29 Mar 2012	03:00 p.m.

**Sydney to Melbourne 27 Mar 2012** Available Flight(s): 28

Flight	Depart	Arrive
QF 405	06:30 a.m.	08:05 a.m.
<input checked="" type="radio"/> QF 403	06:45 a.m.	08:20 a.m.

**Melbourne to Sydney 29 Mar 2012** Available Flight(s): 12

Flight	Depart	Arrive
<input checked="" type="radio"/> QF 444	03:30 p.m.	04:55 p.m.
QF 492	08:30 p.m.	09:55 p.m.
QF 494	09:00 p.m.	10:25 p.m.

### ADVANCED FLIGHT

By default, the Date and Time will be available to change.

To change the routing, select 'Make Changes to the route'.

Enter cities, dates and times as required then select 'Search for Air Availability'.

Select flights and fares in the normal manner.

**Notes:-**

- 1. Advanced Flight will not change any car/hotel sectors, only changes to flight sectors can be made by selecting this option.
- 2. Preferred seats will need to be re-requested for changed flights.

#### Advanced Flight Changes - Air Selection

Make changes to the route

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

Route						
No.	From	To	Date		Time	Class
1	Sydney (SYD)	Perth (PER)	27 Mar 2012		06:00 a.m.	(any)
<input checked="" type="checkbox"/> 2	Perth (PER)	Sydney (SYD)	29 Mar 2012		03:00 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)

Back **Search for Air Availability** Next

## CHANGE CAR

From the car sector, within the More Actions drop down select 'Change: This Car'

Make changes as required and select 'Search for Car Availability'.

Select car and rate in the normal manner.

Avis Rent-A-Car  
Hyundai Getz 1.5 Or Similar  
Confirmation: 32788196AU0

Pick-up: Melbourne  
08:00 a.m.  
Drop-off: Melbourne  
Melbourne  
Thu 29 Mar 2012 03:00 p.m.

Class: Economy  
Category: 2/4 Door Car  
Transmission: Manual  
Air Conditioning: No  
Km Charge: Unlimited Mileage

Price: \$149.13  
(1 Car(s) x 3 Day(s) x \$49.71 / day)  
Description: CORPORATE RATE  
Status: **Confirmed**  
Best Rate Selected

More Actions...  
Add To Calendar  
Cancel  
Change:  
This car

### Car Changes - Car Selection

Pick-up City\* Perth (PER)

Pick-up\* 27 Mar 2012 08:00 a.m. Drop-off\* 29 Mar 2012 03:00 p.m.

Advanced Options

Policy Options  Preferred  Preferred and Non Preferred

Drop-off City\* Perth (PER)

Car Company Avis Rent A Car System, Inc.

Pick-up Location Perth Wa Terminal Building, Perth [Show Locations On Map](#)

Drop-off Location Perth Wa Terminal Building, Perth [Show Locations On Map](#)

Back **Search for Car Availability** Next

### FAQs:

**Where can I find the option to change my car?**

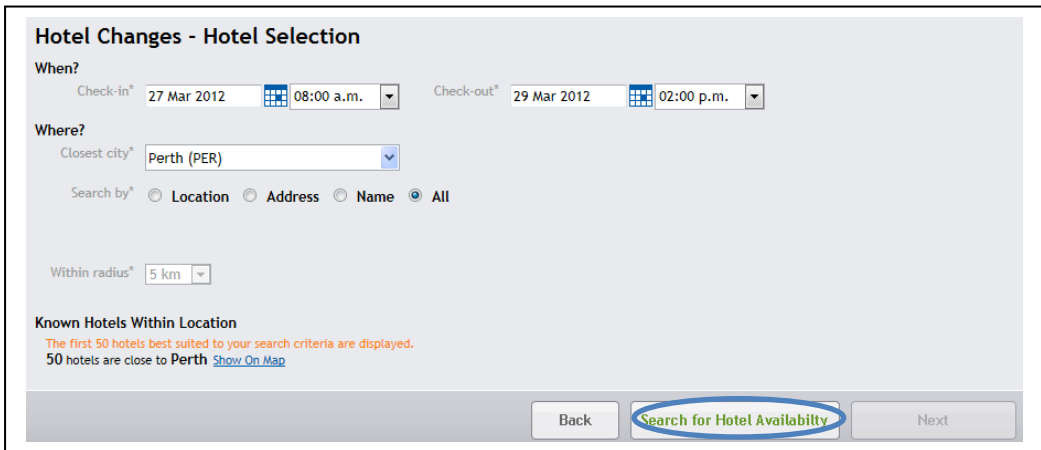
The change 'This Car' option can be found under the 'More Actions' drop down to the right of the hotel sector.

**CHANGE HOTEL**

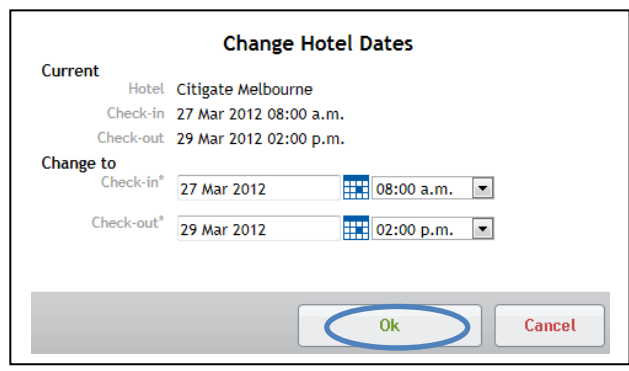
From the hotel sector, within the More Actions drop down select either:-  
 'Change: This Hotel'; or  
 'Change: Dates'



'Change: This Hotel' will allow you to change the Hotel and Dates.  
 Make changes as required and select 'Search for Hotel Availability'.  
 Select room and rate in the normal manner.



'Change: Dates' will allow you to change the Dates (and Time) only.  
 Make changes as required, and then select 'OK'.



- FAQs:**
- Where can I find the option to change my hotel?**
- The change 'This Hotel' option can be found under the 'More Actions' drop down to the right of the hotel sector.
  - The change 'Dates' option can be found under 'More Actions' to the right of the hotel sector.
- Which change option should I use to change my hotel?**
- If you need to change the hotel, the change 'This Hotel' option should be used.
  - If you need to change the dates, the change 'Dates' option should be used.