

Login and Home Page

- Enter the Web Address: <https://unsw.serko.travel/login/unsw>
- At Employee ID enter zPass. Enter Password.
- Click Login and 'Accept' the 'Terms and Conditions'

Create a Quick Booking

- From the Home page, click 'Make a Quick Booking'
- Search and/or Select Traveller
- Click OK
- Complete Initial Setup details as required.
- Click Next









Booking a Flight

- From the Air Selection page, select no. of segments.
- Note: see Additional Flight Selection criteria below
- Select Cities, Date, Time (Class) for all segments
- Click 'Search for Availability'
- Select a Departure Flight / Fare
- Select a Return Flight / Fare
- Click Next
 - Note: If a fare selected is upgradeable and/or the booking has more than 2 sectors with car/hotel the Itinerary Options screen will be displayed.
- Read Fare Rules - Click Accept
- If you have selected a Break Policy fare, you will be required to select and type a reason for the Authoriser
- Click Next

Additional Flight Selection criteria

- Check 'Break Policy' for preferred and non-preferred airlines to be displayed.
- Check 'Direct Flights Only' for direct flights only to be displayed.
- Check 'Checked Baggage Required' for fares to include checked baggage costs.

Flight Information Icons

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

Land Only Bookings

The same method outlined below should be followed for creating Land Only bookings.

Adding a Rental Car during the initial booking process

Note 1: If 'Car' was selected in the Initial Setup screen then the 'Car Selection' screen will automatically display.

Note 2: If 'Not Required' or 'Best in Policy' was selected in Itinerary Options, the Car Selection screen is not automatically displayed.

- Select Pick Up City, Date and Time
- Select Drop Off Date
- If required, use Advanced Options to enter further criteria
- Click 'Search for Car Availability'
- Select Car Type – Click Next
- Enter a Special Request if required – Click OK

Adding a Hotel during the initial booking process

Note 1: If 'Hotel' was selected in the Initial Setup screen then the 'Hotel Selection' screen will automatically display.

Note 2: If 'Not Required' or 'Best in Policy' was selected in Itinerary Options, the Hotel Selection screen is not automatically displayed.

- Enter Check-In/Check Out dates.
- Select City and Location criteria to search by.
- Click 'Search for Hotel Availability'
- Select 'Room Type' – Click Next
- Enter a special request if required – Click OK

Core User Roles

Traveller – View, Create, Modify bookings for themselves

Travel Coordinator – View, Create, Modify bookings for travellers

Authoriser – Authorise or Reject bookings for travellers

Profile Administrator – View and Edit traveller profiles

Complete the Booking

- From the Summary screen click the Additional Data tab
- Enter the following information:-
 - Booking Data
 - Notes to Travel Agent /Itinerary (if required)
 - Credit Card (if required)
 - Custom Fields (if required)
- Compulsory fields will be highlighted red
- Click Finish

Booking Documentation

Print a Booking

- Click Bookings tab - Click the Booking #
- Click Print - Select document type & travellers
- Click Print Preview
- Select document to preview from under 'Generated Reports'
- Click Printer icon

Email Booking Details

- Click Booking tab – Click the Booking #
- Click Email - Select document type & travellers
- Select Recipient or type Email Address
- Type a message if required - Click Send Email

Authorise a Booking

Authorise Booking from Serko® Online

- Click Booking tab - Click the Booking #
OR Click on the hyperlink from the Auth. email
- Click 'More Actions' - Click Authorise
- To decline a booking click Reject
- Type a reason – click Reject

Authorise Booking by Email

- Open the Authorisation Email
- Select the Authorise or Reject Link, a web page will open showing the status of the booking

Change a Booking

Note: The Change option will not be available if the TMC has taken over the booking.

- Click Bookings tab - Click the Booking #
- Click 'More Actions' - Select Change type
- Enter new criteria
- Click Search for Availability
- Select new components - Click Next
- Read the Fare Rules - Click Accept (Air only)
- Select an Authoriser - Select OK

Maintaining Profiles

Search for Traveller Profile

- Click the Admin tab and select 'Change an existing Profile'
- Enter search criteria and / or Click Search
- Select Profile
- Click OK

Edit Profile Details

- Click Change to make changes to Profile Details

Click Save Details or Cancel

Update Traveller Information

- Click the Pencil icon - make the required changes
- Click the Save or Cancel
- Click Save Details or Cancel

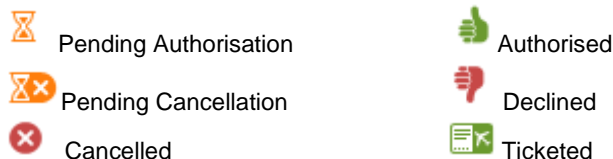
Update Preferences

- Click Preferences - Click the pencil icon
- Add new preference information
- Click Save or Cancel

Clone a Booking

- Click Bookings tab - Click the Booking #
- Click 'More Actions' - Select Clone link
- Amend 'Initial Setup' details as required
- Click Clone button
- Complete Additional Data for new booking
- Click Finish

Booking Status Icons:



Cancel a Booking

Note: Cancel will not be available if the TMC has taken over the booking OR it has the status of Ticketed.

- Click Booking tab – Click Booking #
- Click Cancel
- Confirm Cancel

Change a Cost Centre

- Click Bookings tab - Click the Booking #
- Click 'Change' next to the existing Cost Centre
- Select the new Cost Centre
- Click OK – Click Save

Custom Booking

The Custom Booking creates an email request for complex bookings to be worked on by your TMC

- Click the Home tab
- Click 'Request Custom Booking'
- Search and/or Select Traveller OR
- Click Create Traveller to add a new traveller – Click OK
- Select School/Centre/Dept., Authorisor.
- Complete Custom Fields – Click Save Details
- Add Flight, Car, Hotel and Notes as required.
- Click Submit Booking Request

View the Audit Trail

- Click Booking tab – Click the Booking #
- Click Audit tab
- View information

Change Authoriser/Notes

- Click Bookings tab – Click the Booking #
- Click Additional Details tab
- Amend details as required
- Click Save

Booking Type Icons:

