

# UNSW SERKO® ONLINE

## CUSTOM BOOKING

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

### HOME PAGE

A Custom Booking should only be used when your travel requirements cannot be met using the Quick Booking option e.g. complex international.

From the Home Page select 'Request Custom Booking'.

The screenshot shows the user interface of the UNSW Serko Online system. At the top, there are navigation tabs for HOME, BOOKING, and MY PROFILE. The user is logged in as Chris Test, with a Logout button and help icons. Below the navigation, a welcome message reads "Welcome, Chris Test". An "Information" section displays a table of bookings. The table has columns for ID #, PNR, Travellers, Description, Contains, Travel From, Travel To, Status Type, and Total. One booking is listed with ID # 81, PNR YJFLRS, Travellers Mr Chris Test, Description SYD-BNE-SYD, and a total of \$1,368.63. Below the table, there is a link to "View all your bookings(1)" and two buttons: "Make a Quick Booking" and "Request Custom Booking". The "Request Custom Booking" button is circled in red.

ID #	PNR	Travellers	Description	Contains	Travel From	Travel To	Status Type	Total
<a href="#">81</a>	<a href="#">YJFLRS</a>	Mr Chris Test	SYD-BNE-SYD		20 Mar 2012	24 Mar 2012		\$1,368.63

Total Bookings: 1

[View all your bookings\(1\)](#)

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

## BOOKING DETAILS

Complete the Booking Details as required.

Select 'Save Details'

**Notes:**

1. Your default School/Centre/Department and TMC from your profile will be displayed. An alternative School/Centre/Department can be selected if required.
2. At 'Consultant' select one of the following based on your preferred TMC:-
  - Voyager = UNSW Online
  - STA = UNSW Online Custom
3. At 'Will this booking be managed through a UNSW preferred travel agent?\*' select **Yes**.

### Booking Details

Travellers\*

School/Centre/Dept\*

Order Number

Consultant\*

Authoriser\*

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**Custom Fields**

Will this booking be managed through a UNSW preferred travel agent?\*

Fees (Conference/Seminar) in AUD currency

Additional Costs in AUD currency

Allocation (%)\*

Fund\*

Department\*

Project

### ADD FLIGHT DETAILS

Select '+Flight' from the Itinerary box.

Enter required flight details.

Select 'Add Flight to Itinerary'. Flight details will be displayed in the Itinerary Box.

**Note:** Once the Flight details have been entered, they can be viewed / edited by clicking on the Flight line from the Itinerary box.

The screenshot shows a web interface for a 'Custom Booking Request'. At the top, there are navigation tabs for 'HOME', 'BOOKING', and 'MY PROFILE', along with a user profile 'Chris Test (Test0Chri0)' and a 'Logout' link. The main heading is 'Custom Booking Request' with a 'Back to Booking List' link. On the left, an 'Itinerary' box contains buttons for '+ Flight', '+ Car', '+ Hotel', and '+ Notes'. The '+ Flight' button is circled in blue. Below these buttons, it says 'You currently have no entries' and provides instructions: 'Enter your booking details then use the buttons above to add flights, cars, hotels and notes. Once you are happy submit your booking request.' At the bottom of the Itinerary box are 'Submit Booking Request' and 'Cancel' buttons. The main 'Booking Details' section shows 'Traveller(s): Mr Chris Test' and an 'Edit' button. Below this is the 'Flight' form with the following fields: 'Depart\*' (dropdown menu with 'Select a City'), 'Arrive\*' (dropdown menu with 'Select a City'), 'Depart\*' (date field with '27 Jan 2012' and a calendar icon, followed by '(any)' dropdown), 'Airline' (dropdown menu with 'Select an Airline'), 'Flight Number' (text input), 'Class' (dropdown menu with 'Any (default)'), 'Alternative Fare Quote' (dropdown menu with 'Not required (default)'), and 'Special Instructions' (text input). At the bottom of the Flight form, there is a green 'Add Flight to Itinerary' button circled in blue, and a red 'Cancel' button.

### ADD CAR DETAILS

Select '+Car' from the Itinerary box.

Enter required car details.

**Handy Hint:** At 'Associate Flight' field, select a Flight entry and the Pick Up and Drop Off details will default based on the flight details.

Select 'Add Car to Itinerary'. Car details will be displayed in the Itinerary Box.

**Note:** Once the Car details have been entered, they can be viewed / edited by clicking on the Car line from the Itinerary box.

The screenshot shows a web application interface for a 'Custom Booking Request'. At the top, there are navigation tabs for 'HOME', 'BOOKING', and 'MY PROFILE', along with a user profile 'Chris Test (Test0Chri0)' and a 'Logout' button. The main content area is titled 'Custom Booking Request' and includes a 'Back to Booking List' link. On the left, an 'Itinerary' sidebar shows a list of items: '+ Flight', '+ Car' (highlighted with a blue circle), '+ Hotel', and '+ Notes'. Below this, it states 'You have 2 flight(s), 0 car(s) and 0 hotel(s). To change, click on the entry title'. Two flight entries are listed: 'Friday, 27 Jan 2012' (Qantas Airways from Sydney to Los Angeles) and 'Thursday, 9 Feb 2012' (Qantas Airways from Los Angeles to Sydney). At the bottom of the sidebar are 'Submit Booking Request' and 'Cancel' buttons. The main 'Booking Details' section for 'Traveller(s): Mr Chris Test' includes an 'Edit' button and a 'Car' form. The 'Car' form fields are: 'Associate Flight \*' (set to 'No Flight'), 'Pick-up From \*' (dropdown), 'Pick-up Date/Time \*' (27 Jan 2012), 'Drop-off at \*' (dropdown), 'Drop-off Date/Time \*' (27 Jan 2012), 'Company' (dropdown), 'Vehicle Type \*' (any), 'Passengers' (checked 'Mr Chris Test'), and a 'Comment' field. At the bottom of the form are 'Add Car to Itinerary' (highlighted with a blue circle) and 'Cancel' buttons.

### ADD HOTEL DETAILS

Select '+Hotel' from the Itinerary box.

Enter required hotel details.

**Handy Hint:** At 'Associate Flight' field, select a Flight entry and the Check-In and Check-Out details will default based on the flight details.

Select 'Add Hotel to Itinerary'. Hotel details will be displayed in the Itinerary Box.

**Note:** Once the Hotel details have been entered, they can be viewed / edited by clicking on the Hotel line from the Itinerary box.

The screenshot shows a web application interface for managing a booking request. At the top, there are navigation tabs: HOME, BOOKING (selected), and MY PROFILE. The user is identified as Chris Test (Test0Chri0) with a Logout button and help icons. The main heading is 'Custom Booking Request' with a 'Back to Booking List' link. On the left, an 'Itinerary' panel shows a list of items: '+ Flight', '+ Car', '+ Hotel' (circled in blue), and '+ Notes'. Below this, it states 'You have 2 flight(s), 1 car(s) and 0 hotel(s). To change, click on the entry title'. The itinerary items include: Friday, 27 Jan 2012: Qantas Airways (QF) from Sydney (SYD) to Los Angeles (LAX); Avis Rent A Car System, Inc. (any) Pick-up Los Angeles (LAX) Drop-off Los Angeles (LAX); Thursday, 9 Feb 2012: Qantas Airways (QF) from Los Angeles (LAX) to Sydney (SYD). At the bottom of the itinerary are 'Submit Booking Request' and 'Cancel' buttons. On the right, the 'Booking Details' section shows 'Traveller(s): Mr Chris Test' with an 'Edit' button. Below this is the 'Hotel' form with fields: Associate Flight \* (No Flight), City \* (Select a City), Check-in Date \* (27 Jan 2012), Check-out Date \* (27 Jan 2012), Hotel (Select a Hotel), Room Type \* (Any Room Type), Rooms Required (1), Guests (checked) Mr Chris Test, and Special Instructions. At the bottom of the form are 'Add Hotel to Itinerary' (circled in blue) and 'Cancel' buttons.

### ADD NOTES

Select '+Notes' from the Itinerary box.

Enter any additional information that should be sent to your Travel management Company.

Select 'Add Note to Itinerary'. Notes details will be saved.

**Note:** Once the Note details have been entered, they can be viewed / edited by clicking on '+Notes' from the Itinerary box.

HOME BOOKING MY PROFILE Chris Test (Test0Chri0) Logout ?

#### Custom Booking Request [Back to Booking List](#)

**Itinerary**

+ Flight + Car + Hotel + Notes

You have 2 flight(s), 1 car(s) and 1 hotel(s). To change, click on the entry title

**Friday, 27 Jan 2012**

- Qantas Airways (QF) from Sydney (SYD) to Los Angeles (LAX)
- Avis Rent A Car System, Inc. (any) Pick-up Los Angeles (LAX) Drop-off Los Angeles (LAX)
- Chateau Marmont (Any Room Type) in Los Angeles (LAX) Check-out 9 Feb 2012

**Thursday, 9 Feb 2012**

- Qantas Airways (QF) from Los Angeles (LAX) to Sydney (SYD)

Submit Booking Request Cancel

**Booking Details** Edit

Traveller(s): Mr Chris Test

#### Notes

Add Notes to Itinerary Cancel

### SUBMIT CUSTOM BOOKING

Once all itinerary sectors have been completed, select 'Submit Booking Request'.

**Note:** Upon submitting a Custom Booking Request, if a Date of Birth does not exist in your profile you may be required to enter details.

### BOOKING CREATED

The Custom Booking is successfully created.

An email will be sent to your Travel Management Company with your travel requirements.

When your travel arrangements have been confirmed you will be sent an itinerary.

## COMPLETING THE UNSW TAB

**Note: -**

**Travel Allowances must be completed in order for your travel to be approved.**

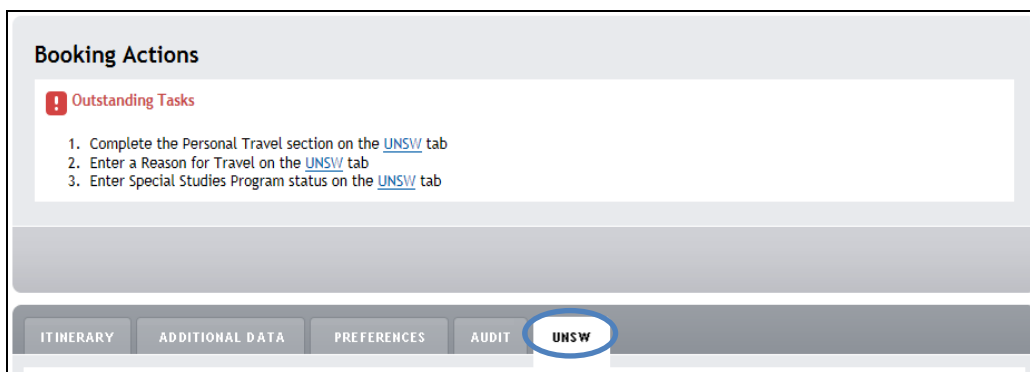
**Serko® Online will only calculate Travel Allowances if the Traveller has a Serko® Traveller Profile.**

## 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.



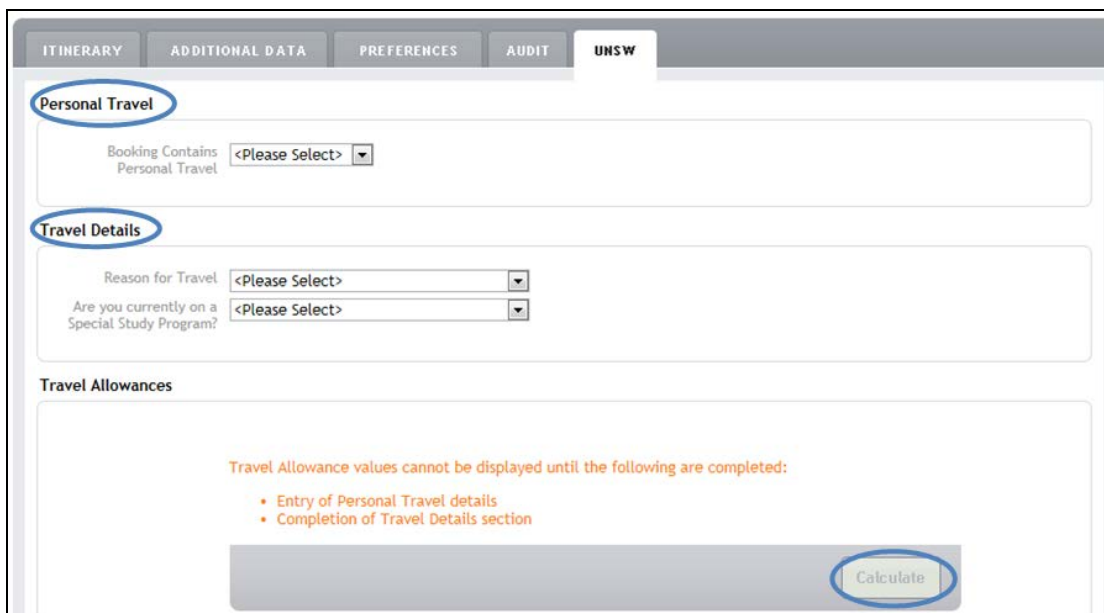
Complete Personal Travel field.

**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.

**Travel Allowances**

Travel Allowance values have been calculated, and results are displayed below. The payable values shown can be adjusted as required, up to a maximum value of the calculated amount. If changes are made, click Save to retain the updated values and notify the authorisor that changes have been made.

Meals	Date	Breakfast Rate	Lunch Rate	Dinner Rate	Calculated	Total Payable
	Sat 14 Jul 2012	25.70	36.40	51.00	113.10	113.10
	Sun 15 Jul 2012	25.70	36.40	51.00	113.10	113.10
	Mon 16 Jul 2012	25.70	36.40	51.00	113.10	113.10
	Tue 17 Jul 2012	25.70	36.40	51.00	113.10	113.10
	Wed 18 Jul 2012	25.70	36.40	51.00	113.10	113.10
	Thu 19 Jul 2012	25.70	36.40	51.00	113.10	113.10
	Fri 20 Jul 2012	25.70	36.40	51.00	113.10	113.10
	Sat 21 Jul 2012	25.70	36.40	0.00	62.10	62.10
	<b>Total</b>				<b>853.80</b>	<b>853.80</b>

Incidentals	Calculated	Total Payable
	4,258.69	4,258.69

Travel Advance	Comment	Total Payable
		0.00

Totals	Total Due
	5,112.49

Calculate

Save Cancel

Select 'Save' to complete the process. The booking can now be authorised.