

UNSW SERKO® ONLINE

GUEST TRAVELLER BOOKING

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

HOME PAGE

From the Home Page select 'Make a Quick Booking'.

HOME BOOKING MY PROFILE ADMIN Tracey Test Logout ?

Welcome, Tracey Test

Information

ID #	PNR	Travellers	Description	Contains	Travel From	Travel To	Status Type	Total
74	8H2TMR	Ms Tracey Test	SYD-MEL-SYD	✈	19 Mar 2012	21 Mar 2012	⌚ 🌐	\$371.70
80	YIORJO	Ms Tracey Test	SYD-MEL-SYD	✈ 🚗 🚚	20 Mar 2012	22 Mar 2012	⌚ 🌐	\$686.82
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\(2\)](#) [View on hold bookings\(1\)](#)

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

CREATE TRAVELLER

Select 'Create Traveller'

Note: Travel Coordinator access needs to be given before this option is available, please email travel@unsw.edu.au

Traveller Search

Select the Traveller(s) for this booking and click 'OK'.
To view all Travellers, select the option 'All My Travellers' and click 'Search'. To narrow down the results, enter the search criteria.

Limit results by My Top 20 Travellers My Last 20 Travellers Booked All My Travellers

Name	Email
<input type="checkbox"/> Ms Tracey Test	traceys@serkoonline.com
<input type="checkbox"/> Mr Chris Test	traceys@serkoonline.com
<input type="checkbox"/> Mr Peter Test	traceys@serkoonline.com
<input type="checkbox"/> Hon Prof Jane Test	joanep@serkoonline.com
<input type="checkbox"/> Mr John Test	johnc@serkoonline.com

[Select All](#) [Deselect All](#)

[Create Traveller](#) [Ok](#) [Cancel](#)

Guest Traveller Booking

TRAVELLER DETAILS

Complete the Traveller details, and then select 'OK'

Note: Fields marked with an asterisk * are mandatory.

Create Traveller

Add a one off Traveller to your booking.

Title* < Select >

Gender* Male Female


First Name*

Middle Name

Surname*

Work Number*

Email*


Date of Birth 

INITIAL SET UP

Complete the booking setup details as required, then select 'Next'.

Notes:

1. If no policies are available for selection, ensure you have the correct 'School/Centre/Dept.' selected.
2. If you do not have access to the Executive Policies and you believe you should, contact Serko® Online Support. (Contact details are on the Home Page)

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

Quick Booking Wizard

[Setup](#) [Summary](#)
[Back to Booking List](#)

Initial Setup

Traveller(s)*

What kind of trip is this? Domestic International

What is this trip made up of? Air Car Hotel

Available School/Centre/Dept*

Available Policies*

AIR SELECTION

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

Notes:-

1. By default, 'Direct Flights Only' will be selected resulting in direct flights being displayed where available. If there are no direct flights, then connecting flights will be displayed. To view connecting flights de-select 'Direct Flights Only'.
2. SERKO® Online will search 45 minutes either side of times selected.
3. By default, two flight sectors will be displayed. To increase or decrease the number of sectors select the 'Route' box.

Air Selection

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

No.	From	To	Date	Time	Class
1	Sydney (SYD)	Melbourne (MEL)	20 Mar 2012	07:00 a.m.	(any)
2	Melbourne (MEL)	Sydney (SYD)	22 Mar 2012	05:00 p.m.	(any)
3	Select a City	Select a City		05:00 p.m.	(any)
4	Select a City	Select a City		05:00 p.m.	(any)
5	Select a City	Sydney (SYD)		05:00 p.m.	(any)

AIR AVAILABILITY

SERKO® Online will display available flights and fares. Clicking on the icon will display additional fares. Select the fare(s) as required, then select 'Next'.

Air Availability Apply Filters...

Showing 'All Fares' sorted by 'Departure Time' Total Selected Fare: \$0.00

Sydney to Melbourne 20 Mar 2012 Available Flight(s): 14 of 14

Depart	Arrive	Travel	Restricted	Flexible	Refundable	
06:30 a.m. Sydney	08:05 a.m. Melbourne	1h 35m nonstop	\$152	\$226	\$506	
06:30 a.m. Sydney	08:05 a.m. Melbourne	1h 30m nonstop	\$85	No Fares	\$199	
06:45 a.m. Sydney	08:20 a.m. Melbourne	1h 35m nonstop	\$124	\$226	\$506	
06:45 a.m. Sydney	08:20 a.m. Melbourne	1h 30m nonstop	\$85	No Fares	\$199	

Flight Information Icons

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

ITINERARY OPTIONS

If booking more than 2 air sectors with car and/or hotel and/or the fares selected are upgradeable, upon selecting Next, the 'Itinerary Options' screen will be displayed.

Confirm your itinerary options for each destination.

Itinerary Options

Confirm your Itinerary Options for each destination.

Air

- Not upgradeable - no upgrade available
- Upgradeable - select from the options

Car / Hotel

- Not Required - no Car/Hotel required
- Let me choose - you will be directed to the Car/Hotel Selection page
- Best in policy - the lowest Car/Hotel within policy will be automatically added to your itinerary

Destination	Air	Hotel
1  Melbourne	Not Upgradeable	Let me choose <input type="button" value="v"/>
2  Adelaide	Not Upgradeable	Let me choose <input type="button" value="v"/>
3  Sydney	Not Upgradeable	Not Required <input type="button" value="v"/>

FARE RULES

Fare Conditions are displayed separately for each air sector. Use the drop down to view the respective fare conditions for each flight.

After reading the conditions, select 'Accept'.

Fare Rules

Select Flight

Sydney/Melbourne - 20 Mar 2012

Penalties

From/ To Australia For Optdeal Type Fares
Changes
Charge Aud 60. 00 For Reissue/ Revalidation.
Note

BEST FARE OF THE DAY

If the best fare has not been selected for any of the flights, a reason must be provided.

! The best fare of the day was not selected.
Please select a reason from the list or enter specific details in the field provided.

Select Reason*
< Please Select a Reason >

Details (Optional)

CAR SELECTION

Where 'Car' has been selected in the Initial Setup for the booking, the Car Selection screen will automatically be displayed.

Enter booking criteria, and then select 'Search for Car Availability'.

Notes:-

- 1. If 'Not Required' or 'Best In Policy' has been selected in Itinerary Options – the Car Selection screen is not automatically displayed .
- 2. 'Advanced Options' can be used to further refine the Car Availability displayed.
- 3. By default, the car pick up and drop off locations will be the airport. Advanced Options can be used to amend location(s).

Car Selection

Pick-up City* Melbourne (MEL)

Pick-up* 20 Mar 2012 08:20 a.m. Drop-off* 22 Mar 2012 03:45 p.m.

Advanced Options

Policy Options Preferred Preferred and Non Preferred

Drop-off City* Melbourne (MEL)

Car Company Avis Rent A Car System, Inc.

Pick-up Location Melbourne Airport Vic Airport Drive [Show Locations On Map](#)

Drop-off Location Melbourne Airport Vic Airport Drive [Show Locations On Map](#)

CAR AVAILABILITY

SERKO® Online will display available cars and rates.

Select the rate as required, then select 'Next'.

Car Availability Apply Filters...

Showing 'Avis Rent A Car System, Inc.' Total Estimated Amount: \$149.13

[Show Map](#)

AVIS Avis Rent A Car System, Inc. Available Car(s): 6

Pick-up: Melbourne (MEL) on 20 Mar 2012 at 08:20 a.m.
 Drop-off: Melbourne (MEL) on 22 Mar 2012 at 03:45 p.m.
 Location: Melbourne Airport Vic Airport Drive [Show On Map](#)
 Open Hours: 05:00 -23:59

Rate	Information	Vehicle	Options
Next \$36.52 Daily AUD	Description: CORPORATE RATE Km Charge: Unlimited Mileage Estimated Amount: \$49.71 / day	Class: Economy Category: 2/4 Door Car Model: Hyundai Getz 1.5 Or Similar	Transmission: Manual Air Conditioning: Yes
\$37.22 Daily AUD	Description: CORPORATE RATE Km Charge: Unlimited Mileage Estimated Amount: \$50.64 / day	Class: Compact Category: 2/4 Door Car Model: Hyundai Getz 1.5 Or Similar	Transmission: Manual Air Conditioning: Yes
\$38.32 Daily AUD	Description: CORPORATE RATE Km Charge: Unlimited Mileage Estimated Amount: \$52.11 / day	Class: Compact Category: 2/4 Door Car Model: Hyundai Getz Or Similar	Transmission: Automatic Air Conditioning: Yes
\$39.32 Daily AUD	Description: CORPORATE RATE Km Charge: Unlimited Mileage	Class: Intermediate Category: 2/4 Door Car	Transmission: Automatic Air Conditioning: Yes

SPECIAL REQUESTS

Enter any Special Requests required for the Car segment, then select 'OK'.

Special Requests

Please enter any Special Requests you would like for this Car segment.

Extras (Max 3):

Navigational System

Special Request:

Comment:

HOTEL SELECTION

Where 'Hotel' has been selected in the Initial Setup for the booking, the Hotel Selection screen will automatically be displayed.

Enter booking criteria, and then select 'Search for Hotel Availability'.

Notes:-

1. If 'Not Required' or 'Best In Policy' has been selected in Itinerary Options the Hotel Selection screen is not automatically displayed .
2. 'Known Hotels within Location' will display hotels that fall within the search criteria. If no hotels fall within the search criteria, the 'radius' will be extended to widen the search.

Hotel Selection

When?
 Check-in* 20 Mar 2012 05:00 p.m. Check-out* 22 Mar 2012 10:00 a.m.

Where?
 Closest city* Melbourne (MEL)

Search by* Location Address Name All

Location* Central Business District

Within radius* 5 km

Known Hotels Within Location
 The first 50 hotels best suited to your search criteria are displayed.
 50 hotels are located within a 5 Km radius of Central Business District. [Show On Map](#)

HOTEL AVAILABILITY

SERKO® Online will display available Hotels.

By default, three room rates will be displayed per Hotel. To view more rates, select 'More Rates....'

Select 'Show on Map' to view the hotel location.

Select the appropriate rate, then select 'Next'.

Hotel Availability

Showing 'Location Central Business District' sorted by 'Preferred' Total Selected Rate: \$159.00

Melbourne (MEL), 20 Mar 2012 to 22 Mar 2012 Available Hotel(s): 42 of 49
 7 hotels have returned no availability. [Show](#)

Rate Range (AUD)	Hotel	Distance												
\$159.00 to \$189.00	Citigate Melbourne Myridelio (IQ) Contact Details Transfer Details Show On Map	0.56 km <input type="button" value="i"/> <input type="button" value="P"/>												
	<table border="0"> <tr> <th>Room Rate</th> <th>Room</th> <th></th> </tr> <tr> <td><input checked="" type="radio"/> \$159.00</td> <td>Best Available Rate. Citigate - Twin Beds.</td> <td><input type="button" value="☰"/></td> </tr> <tr> <td><input type="radio"/> \$159.00</td> <td>Best Available Rate. Citigate Room With King Bed.</td> <td><input type="button" value="☰"/></td> </tr> <tr> <td><input type="radio"/> \$159.00</td> <td>Best Available Rate. Citigate - King Or Twin Beds.</td> <td><input type="button" value="☰"/></td> </tr> </table> More Rates...	Room Rate	Room		<input checked="" type="radio"/> \$159.00	Best Available Rate. Citigate - Twin Beds.	<input type="button" value="☰"/>	<input type="radio"/> \$159.00	Best Available Rate. Citigate Room With King Bed.	<input type="button" value="☰"/>	<input type="radio"/> \$159.00	Best Available Rate. Citigate - King Or Twin Beds.	<input type="button" value="☰"/>	
Room Rate	Room													
<input checked="" type="radio"/> \$159.00	Best Available Rate. Citigate - Twin Beds.	<input type="button" value="☰"/>												
<input type="radio"/> \$159.00	Best Available Rate. Citigate Room With King Bed.	<input type="button" value="☰"/>												
<input type="radio"/> \$159.00	Best Available Rate. Citigate - King Or Twin Beds.	<input type="button" value="☰"/>												
\$119.20 to \$239.00	Hotel Grand Chancellor Melbourne Vantis Hotel Group (LM) Contact Details Transfer Details Show On Map	0.53 km <input type="button" value="i"/> <input type="button" value="\$"/>												

SPECIAL REQUESTS

Enter any Special Requests required for the Hotel segment, then select 'OK'.

Special Requests

Please enter any Special Requests you would like for this Hotel segment.

Special Request:

Comment:

Ok

Cancel

COMPLETE BOOKING

Select the Additional Data tab and complete highlighted fields.

If the booking includes an Instant Purchase Fare, you are required to agree to provider conditions.

Select 'Finish' to create the booking.

Note: -

1. If you don't have all the information required to complete the booking, select 'Hold Booking'. This option will not create a booking, therefore the seats and prices cannot be guaranteed. The booking can then be completed at a later stage.
2. Select a credit card (This is only an option when more than one credit card is listed on the travellers profile)

Complete Booking

I accept the Instant Purchase provider [Terms and Conditions](#)

Outstanding Tasks

1. Complete items highlighted on the [Additional Data](#) tab
2. Accept the Instant Purchase provider Terms and Conditions
3. Click "Finish" to finalise your Booking

Cancel Quick Booking Wizard
Hold Booking
Finish

ITINERARY
ADDITIONAL DATA
PREFERENCES
More Actions...

Booking Data

Main Destination*

Authoriser *

Custom Fields

Fees (Conference/Seminar) in AUD currency

Additional Costs in AUD currency

Allocation (%)*

Fund*

Department*

Project

Purpose of Travel

Invoice recipient*

Have you submitted relevant online leave forms (recreation/conference)?*

I acknowledge that if the number of private days exceeds 40% of total, FBT may be payable*

Notes

Itinerary

Travel Agency

Please note additional fees may be charged for notes to Travel Agency.

Credit Card Details

Air Payment

Source	Type	Card Number	Expiry	Name on Card
<input type="radio"/> Traveller - Ms Mary Training	VI	4111*****1111	08/2014	Test
<input type="radio"/> Traveller - Ms Mary Training	VI	4111*****1111	12/2019	Mary Training

BOOKING CREATED

The booking has been successfully created.

An itinerary will be sent to the Travel Coordinator and Authoriser.

An 'Outstanding Task' email will be sent to the Travel Coordinator and Traveller.

To send an itinerary to the Traveller select 'Email' and complete the required details.

HOME
BOOKING
MY PROFILE
ADMIN
Tracey Test
Logout
?

SERKO® Reference: **82**, Amadeus Reference: **YJGWDZ**
[Back to Booking List](#)

Status Pending

Print
Email
Cancel
More Actions...

Booking Details
— Hide

Traveller(s)	Mr Peter Test	Air Total	\$269.70
Date	20 Mar 2012 to 22 Mar 2012	Car Total	\$149.13
Policy	Australia - Main Cities	Hotel Total	\$238.40
Kind of trip	Domestic	Other	\$0.00
Contains		Expenses	\$0.00
School/Centre/Dept	School Of Business - TMC Voyager	Trip Total	\$657.23
Last Ticketing Date	26 Jan 2012		

ITINERARY
ADDITIONAL DATA
PREFERENCES
AUDIT

20 Mar 2012

<p>Qantas Airways Flight: QF403 Airline Ref: YJGWDZ</p>	<p>Departs: Sydney 06:45 a.m. Arrives: Melbourne 08:20 a.m.</p>	<p>FlyingTime: 1h 35m Baggage: </p>	<p>Price: \$120.85 Class: Economy O (OPTDEAL) Status: Confirmed Best Fare Selected</p>
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More Actions...