

# UNSW SERKO® ONLINE

## MAKING A BOOKING AS A TRAVEL COORDINATOR

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
<a href="#">74</a>	<a href="#">8H2TMR</a>	Ms Tracey Test	SYD-MEL-SYD	✈	19 Mar 2012	21 Mar 2012	⌚ 🌐	\$371.70
<a href="#">80</a>	<a href="#">YIORJO</a>	Ms Tracey Test	SYD-MEL-SYD	✈ 🚗 🚚	20 Mar 2012	22 Mar 2012	⌚ 🌐	\$686.82
<a href="#">76</a>	<a href="#">8H3JTV</a>	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](#)

### SELECT TRAVELLER

Select the traveller for whom you are booking for.

**Note:** If the Traveller is not listed in the Traveller Search screen, you will need to allocate the traveller via the 'My Profile' > 'My Travellers' tab.

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

Email

- |   |                         |
|---|-------------------------|
| <input type="checkbox"/> Ms Tracey Test           | traceys@serkoonline.com |
| <input type="checkbox"/> Mr Chris Test            | traceys@serkoonline.com |
| <input checked="" type="checkbox"/> Mr Peter Test | traceys@serkoonline.com |
| <input type="checkbox"/> Hon Prof Jane Test       | joannep@serkoonline.com |
| <input type="checkbox"/> Mr John Test             | johnc@serkoonline.com   |

Making a booking as a Travel Coordinator

### INITIAL SETUP

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)
- 3. The School/Centre/Department and TMC will default based on the Traveller Profile. An alternative can be selected if required.

HOME BOOKING MY PROFILE ADMIN Tracey Test Logout ?

Quick Booking Wizard Setup Summary Back to Booking List

**Initial Setup**

Traveller(s)\*  Search Create

What kind of trip is this?\*  Domestic  International

What is this trip made up of?\*  Air  Car  Hotel

Available School/Centre/Dept\*

Available Policies\*

Cancel Quick Booking Wizard Next

### 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](#)

Route 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)

Cancel Quick Booking Wizard Back Search for Air Availability Next

## 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... Sort By...

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 <a href="#">nonstop</a>	\$152	\$226	\$506	
 06:30 a.m. Sydney	08:05 a.m. Melbourne	1h 30m <a href="#">nonstop</a>	\$85	No Fares	\$199	 
 06:45 a.m. Sydney	08:20 a.m. Melbourne	1h 35m <a href="#">nonstop</a>	\$124	\$226	\$506	 
 06:45 a.m. Sydney	08:20 a.m. Melbourne	1h 30m <a href="#">nonstop</a>	\$85	No Fares	\$199	 

### Notes for International Travel:

1. Upon selecting outbound flight / fare SERKO® Online will highlight possible flight / fare options for the return flight.
2. Once both flights have been selected SERKO® Online will apply a further validation to ensure the selected fare is applicable to the actual flights chosen.

### 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
2  Adelaide	Not Upgradeable	Let me choose
3  Sydney	Not Upgradeable	Not Required

### 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 Qptdeal 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, 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\*

Pick-up\*   Drop-off\*

**Advanced Options**

Policy Options  Preferred  Preferred and Non Preferred

Drop-off City\*

Car Company

Pick-up Location  [Show Locations On Map](#)

Drop-off Location  [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
<input checked="" type="radio"/> <b>\$36.52</b> 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
<input type="radio"/> <b>\$37.22</b> 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
<input type="radio"/> <b>\$38.32</b> 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
<input type="radio"/> <b>\$39.32</b> Daily	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'.

The screenshot shows the 'Hotel Availability' section of a travel booking system. At the top, it says 'Showing 'Location Central Business District' sorted by 'Preferred''. There are filters for 'Apply Filters...' and 'Sort By...'. The 'Total Selected Rate' is \$159.00. A 'Show Map' button is visible. The search criteria are 'Melbourne (MEL), 20 Mar 2012 to 22 Mar 2012' with 42 of 49 hotels available. A warning indicates that 7 hotels have returned no availability. The results table lists two hotels: 'Citigate Melbourne Mydelio (IQ)' at 0.56 km and 'Hotel Grand Chancellor Melbourne Vantis Hotel Group (LM)' at 0.53 km. The Citigate hotel has three room rate options, all at \$159.00, with the first one selected and a 'Next' button highlighted.

Rate Range (AUD)	Hotel	Distance
\$159.00 to \$189.00	<b>Citigate Melbourne Mydelio (IQ)</b> <a href="#">Contact Details</a> <a href="#">Transfer Details</a> <a href="#">Show On Map</a>	0.56 km
	Room Rate	Room
<input checked="" type="radio"/> \$159.00	Best Available Rate. Citigate - Twin Beds.	
<input type="radio"/> \$159.00	Best Available Rate. Citigate Room With King Bed.	
<input type="radio"/> \$159.00	Best Available Rate. Citigate - King Or Twin Beds.	
	<a href="#">More Rates...</a>	
\$119.20 to \$219.00	<b>Hotel Grand Chancellor Melbourne Vantis Hotel Group (LM)</b> <a href="#">Contact Details</a> <a href="#">Transfer Details</a> <a href="#">Show On Map</a>	0.53 km

### 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:

## 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 Authorisor.

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				<span>Hide</span>
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

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

## 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.

**Booking Actions**

**Outstanding Tasks**

1. Complete the Personal Travel section on the [UNSW](#) tab
2. Enter a Reason for Travel on the [UNSW](#) tab
3. Enter Special Studies Program status on the [UNSW](#) tab

ITINERARY   ADDITIONAL DATA   PREFERENCES   AUDIT   **UNSW**

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)

ITINERARY   ADDITIONAL DATA   PREFERENCES   AUDIT   **UNSW**

**Personal Travel**

Booking Contains Personal Travel <Please Select>

**Travel Details**

Reason for Travel <Please Select>

Are you currently on a Special Study Program? <Please Select>

**Travel Allowances**

Travel Allowance values cannot be displayed until the following are completed:

- Entry of Personal Travel details
- Completion of Travel Details section

Calculate

**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.

