

Purpose: This guide provides an overview of how to create a domestic travel booking using the University's 'Serko' Online Booking Tool.

References: [Travel Guidelines](#) on the Finance Unit's website.
[Traveller Profile Quick Guide](#) for creating and amending a traveller profile in Appian.
[Serko User Guide](#) and [UniSA Process Overview and Demonstration Video](#) (demo begins at 22'15").
Generic Serko-produced [How-to videos](#).

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Important notes:

- Serko is the University's self-service online booking tool for domestic travel, which is available to all eligible staff.
- Use of Serko is not mandatory. Staff may complete a [Business Travel Request form](#) or contact the [Travel Team](#) for further assistance relating to their domestic travel requirements (as with all international travel).
- Serko is a live booking tool. Bookings are made when clicking on *Finish* at the end of the process.
- A Serko UserID is a six-digit number.
- Do not share your UserID or password with anybody else.
- Please ensure the traveller's profile in Appian is correct before commencing the booking process.
- The traveller must have formal VCA approval for each booking.
- It is not possible to reserve seats on domestic flights.
- Amendments and cancellations may incur a fee which will be passed on to the traveller's cost centre.
- Serko is provided and maintained by ATPI Voyager. Contact details are available on the Finance Unit [website](#) and in Serko. Please do not contact our international agent, Orbit World Travel, with queries relating to bookings in Serko. If necessary, please contact the [Travel Team](#) for further assistance.

1. Launch and navigate Serko

Accessing Serko

Only eligible University staff can access Serko. Please contact the [Travel Team](#) to determine if you are eligible to book your own domestic travel.

You must first create a [traveller profile](#) in [Appian](#) to initiate the creation of your Serko user account.

To access Serko, click on the following link: <https://serkoonline.atpi.com/Login.aspx>

LOGIN

1. Enter your Serko User ID - **note: this is a six-digit numeric code** – and your password.
2. Click *Login* to access Serko.

CHANGE PASSWORD

3. If necessary, click on the link to reset your password. You will be prompted for your UniSA e-mail address and to identify a Captcha Code, and will then need to enter a Verification Code received by e-mail to obtain a new password.

NAVIGATING SERKO

4. Click on the +/- symbols to expand/contract each of the Notes sections for important information.
5. Click on *Bookings* to view, amend, cancel, clone or share a travel booking.
6. Click on *My Profile* to view your Authorisers, Travel Coordinators and Preferences (memberships).

Note: Profiles are created and maintained in Appian. Please do not attempt to change these in Serko.

7. Click on your name to access the link to Change Password.
8. Click on *Booking* to initiate a new booking.
9. Click on ? to access useful training videos.
10. Click on *Logout* to exit Serko.

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2. View, amend, cancel, clone and share bookings

The Bookings tab allows you to view, amend, cancel, clone (duplicate) or share a travel booking.

FILTER RESULTS

1. If required, click on *Apply Filters* to search for bookings by status, your role or a particular value.
2. Click on *Apply* to search for bookings using the chosen criteria.

VIEW EXISTING BOOKINGS

3. Click on the hyperlinks to view the booking.

University of South Australia | ATPI

Welcome, Joanne Arney

Bookings - For my Travellers with Travelled status.

ID #	PNR	Travellers	Description	Con
2213998	VV653G	Mr Daren Murphy	ADL-MEL-ADL	
2213936	VJQKMZ	Mr Hai Quan	ADL-MEL-ADL	
2206...	VVQ	Miss Rebecca Sutherland	Cancelled Booking	
2200...	V9MZ	Ms Adele Hoy	Cancelled Booking	
2195345	56F60C	Miss Joanne Arney	Cancelled Booking	
2191980	VV95JKO	Mr William Never	Cancelled Booking	

Where Booking Status is...
 Any
 Current
 Pending Authorisation
 Rejected
 Authorised
 Ticketed
 Travelled
 Pending Cancellation
 Cancelled

AND for the Bookings...
 Where I'm Travelling
 I made
 Requiring my Authorisation
 I can Authorise

OR search for...
 Traveller Surname
 Booking Number
 PNR
 Custom Field

Contains [Reset](#)

[Cancel](#) [Apply](#)

4. Serko advises you the status of the booking and whether it is permissible to make changes.

CLONE OR SHARE A BOOKING

5. Click on *More Actions* in the header to clone this booking or share it with another traveller.

AMEND A BOOKING

6. Click on *More Actions* beside each option in the booking to add a hotel or car, or to amend that item in the booking.

Home | Bookings | My Profile | Daren Murphy | Logout

Online Reference: 2213998, Galileo Reference: VV653G

Status Ticketed - Flight Changes Not Permitted Online

Print | Email | More Actions

Booking Details

Traveller(s)	Mr Daren Murphy	Air Total	\$262.36
Date	19 Apr 2018 to 20 Apr 2018	Car Total	\$0.00
Policy	Domestic Air Policy	Hotel Total	\$170.10
Kind of trip	Domestic	Trip Total	\$432.46
Home Cost Centre	AD070800 - OFFICE OF CFO		
Last Ticketing Date	21 Apr 2018		

Itinerary | Additional Details | Preferences | Audit

You have 1 itinerary entry where the Company's preferred option was not selected

Thu 19 Apr 2018

Jetstar Airways Flight: JQ775 Airline Ref: YIQBXT	Departs: Adelaide 08:15 a.m. Arrives: Melbourne 10:10 a.m.	Flying Time: 1h 25m Baggage:	Price: \$81.82 Class: Economy Class E (ELECOE1) Status: <input checked="" type="checkbox"/> Confirmed Best Fare Selected
The Swanston Hotel Melbourne Grand Mercure 195 Swanston Street Phone: 61-3-96634711 Fax: 61-3-96638191 Confirmation: 3028501530 Provider: Online	City: Melbourne Check-in: 02:00 p.m. Check-out: Fri 20 Apr 2018 10:00 a.m.	Rate Type: C1QGOV Description: Government Rate, Employee Id Required At Check In, Standard Room 1 Queen Bed	Price: \$170.10 (1 Room(s) x 1 Night(s) x \$170.10) Status: <input checked="" type="checkbox"/> Confirmed Best Rate Selected

Fri 20 Apr 2018

Virgin Australia Flight: VA229 Airline Ref: MUPHDL	Departs: Melbourne 02:35 p.m. Arrives: Adelaide 03:30 p.m.	Flying Time: 1h 25m Seat 012F Requested Baggage:	Price: \$180.54 Class: Economy Saver (Seat + Bag - Restricted) V (VZEVOD/C) Status: <input checked="" type="checkbox"/> Confirmed Best Fare Selected
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More Actions

- Add:
 - [Best in policy Car](#)
 - [Car](#)
 - [Best in policy Hotel](#)
 - [Hotel](#)
- Change:
 - [This flight](#)
- Request:
 - [Seating](#)

CANCEL A BOOKING

7. Click on *Cancel* to cancel the entire booking.

Note: *Cancel* will only be visible if it is permissible to cancel all of the content in the booking (e.g. it did not contain 'instant purchase' flights).

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Print | Email | **Cancel** | More Actions

3. Initial setup

Clicking on *Booking* (see step 8 of *Launch and navigate Serko*) takes you to the Initial Setup screen.

Your name will be shown in the Traveller(s) box.

CHANGE TRAVELLER

1. **Travel Coordinators:** Click on *Search* to choose another traveller.

The traveller's 'home' cost centre (as specified in their traveller profile in Appian) will be displayed.

CHANGE COST CENTRE

2. If you need to change the cost centre, click on the magnifying glass.
 - a. Type any part of the cost centre number or description in the Name field.
 - b. Click on *Search* to list all matching cost centres.
 - c. Click on the radio button beside the desired cost centre.
 - d. Click on *Ok* to continue.

Note: Up to two further cost centres can be specified at the end of the booking process.

SPECIFY TRAVEL REQUIREMENTS

3. Tick the box for each of the required travel components.
4. Click on *Next* to continue.

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Home Bookings My Profile Daren Murphy Logout ?
Quick Booking Setup Air Summary Back to Booking List

Initial Setup

Traveller(s)* Mr Daren Murphy Search 1

Available Home Cost Centre* AD070800 - OFFICE OF CFO P 2

What kind of trip is this? Domestic 3

What is this trip made up of? Air Car Hotel

Available Policies* Domestic Air Policy

Cancel Next 4

Home Cost Centre Search

There are more than 100 cost centres, please refine your search criteria. (21/06/18 17:39)
Enter search criteria and click the 'Search' button.

Code: [] Name: [] Search 2b

Description	Code
<input type="radio"/> --AD000500 - PVC OFFICE	AD000500
<input type="radio"/> --AD000501 - DIVISION B & E - ADMINISTRATION	AD000501
<input type="radio"/> --AD000503 - DIVISION MARKETING	AD000503
<input type="radio"/> --AD000520 - DEAN RESEARCH ADMINISTRATION	AD000520
<input type="radio"/> --AD000521 - SCHOLARSHIPS AUST STUDENTS	AD000521
<input checked="" type="radio"/> --AD000540 - STAFF DEVELOPMENT - BUE	AD000540
<input type="radio"/> --AD000560 - DIVISION IT SUPPORT	AD000560
<input type="radio"/> --AD000572 - ACCREDITATION	AD000572
<input type="radio"/> --AD000590 - DIVISION TEACHING & LEARNING	AD000590
<input type="radio"/> --AD000595 - INTERNATIONAL TEAM	AD000595

First Prev 1 2 3 4 5 6 7 8 9 10 Next Last (Page 1 of 10) Total: 100

Cancel Ok 2d

4. Air travel

This section only applies if you selected Air (see step 3 of [Initial setup](#)). Otherwise continue to section 5.

Serko defaults to a return (two-segment) journey from the traveller's home airport (as specified in their traveller profile in Appian).

SPECIFY FLIGHTS

1. If required, tick/untick the check boxes to create a single (one segment) or multi-leg (additional segments) journey.
2. In the *To* box of the first segment, either type the airport name or code (e.g. Adelaide or ADL) or click on the arrow to select an airport from the list.

Note: Serko will automatically add the same airport to the *From* field in the next segment.

3. Specify the required date and time of the flight.

Complete the remaining segments, as required.

Note: Serko will search two hours either side of these times.

4. Serko defaults to display the most logical flights. Untick *Display Logical Flights* if you want to see all available options.

CHECK UNUSED TICKETS (CREDITS)

5. Click on *Show Unused Tickets* to see if the traveller has any unused credits.
 - a. A pop-up screen will appear and list any credits available for use.

Note: If eligible credits are available, you will be prompted to use them at the end of the booking process.

SEARCH FOR FLIGHTS

6. Click on *Search Air Availability*.

Route No.	From	To	Date	Time	Class
1	Adelaide (ADL)	Melbourne (MEL)	02 Jul 2018	07:00 a.m.	(any)
2	Melbourne (MEL)	Adelaide (ADL)	03 Jul 2018	05:00 p.m.	(any)
3	Select a City	Select a City		(any)	(any)
4	Select a City	Select a City		(any)	(any)
5	Select a City	Select a City		(any)	(any)

Unused Tickets

To redeem an unused ticket please select new flight(s) that:

- Are with the same airline as the unused ticket.
- Have a combined price equal to, or higher, than the unused ticket value.
- Will be completed before the expiry date of the unused ticket.

Note: An unused ticket will not be displayed until all dates of travel on the original ticket have passed.
If you need to redeem an unused ticket for a booking where the original date of travel has not yet passed, please contact your Travel Management Company.

Note: Credits from another traveller can only be used if you have selected Flexi, Premium Economy or Business Class Fares for your itinerary.

Ticket Number	Valid Until	Traveller	Corporate Account	Value
There are no Unused Tickets available.				

Serko will display the available flights that match the search criteria. Each table represents a separate air segment in the trip.

ADJUST SEARCH RESULTS

7. The search results default to ascending number of stops (direct flights first) and are then displayed by departure time.
8. Click on *Sort By* to view the options for displaying the results.
 - a. Click on the name or radio button of the desired option. The box will automatically close and re-sort the results.
9. If required, click on *Apply Filters* to open a pop-up window that allows you to narrow the search results.
 - a. Adjust the options by ticking/unticking and dragging the bars to narrow the ranges.
 - b. Click on *Apply* to view the new search results or *Cancel* to close the box.

COMPARE FLIGHT OPTIONS

10. Hover the mouse over the link to view all of the flight details (useful if journey includes stops).
11. Click on the arrow to see and hide the available fare classes and information.
12. Hover the mouse over the icons to view fare information and inclusions/exclusions.

SELECT FLIGHT(S)

13. Click on the row of the chosen flight (or the price within the fare window in step 12 above) to select the required flight and fare.

Note: Repeat the above steps for each flight.

Air Availability

Showing 'All Fares' sorted by 'Direct Flights' with 'Filter Applied' (7)

Apply Filters (9) Sort By (8)

Adelaide to Melbourne Mon 2 Jul 2018 Available Flight(s): 7 of 7

Depart	Arrive	Travel	Low Cost	Restricted Economy	Flexible Economy
QF670 Adelaide	06:00 a.m. 07:50 a.m. Melbourne	1h 20m nonstop	N/A	\$184	\$296
VA204 Adelaide	06:05 a.m. 07:55 a.m. Melbourne	1h 20m nonstop	No Fares	\$157	\$264
JQ771 Adelaide	06:10 a.m. 08:05 a.m. Melbourne	1h 25m nonstop	\$82	N/A	N/A
VA206 Adelaide	06:35 a.m. 08:25 a.m. Melbourne	1h 20m nonstop			
QF674 Adelaide	06:40 a.m. 08:30 a.m. Melbourne	1h 20m nonstop			
JQ775 Adelaide	08:15 a.m. 10:10 a.m. Melbourne	1h 25m nonstop			
ZL4917 Adelaide	08:45 a.m. 06:15 p.m. Melbourne	9h 30m 1 stop	No Fares	\$440	\$893

Melbourne to Adelaide Tue 3 Jul 2018 Available Flight(s): 2 of 8

Depart	Arrive	Travel	Low Cost	Restricted Economy	Flexible Economy
VA231 Melbourne	03:35 p.m. 04:30 p.m. Adelaide	1h 25m nonstop	\$119	\$157	\$264
QF691 Melbourne	03:45 p.m. 04:35 p.m. Adelaide	1h 20m nonstop	N/A	\$145	\$296
...	04:35 p.m.	05:30 p.m.			

Apply Filters

Fares

- All Fares
- Return Fares
- One-way Fares
- Best Fare Only

Airlines

- Jetstar Airways
- Qantas Airways
- Regional Express
- Virgin Australia

Flights

- Stop Overs
- Direct
- Connections

Rate Range (\$73.00 - \$984.00) (9a)

Travel Time (1h 20m - 9h 30m)

Number of Stop Overs (min - 1)

Deselect All Reset

Cancel Apply (9b)

Once a flight has been selected, the table will collapse showing only the chosen flight and fare.

14. If you want to expand the list to see all of the options again, click on *Show All*.
15. Click on *Next* to continue.

Air Availability

Showing 'All Fares' sorted by 'Direct Flights' with 'Filter Applied' [Show On Map](#) Estimated Selected Fare: **\$201.00**

Missing flights? [click here](#) to expand your search Prices exclude credit card fees

Adelaide to Melbourne Mon 2 Jul 2018 Available Flight(s): 1 of 7

A filter has been applied. [Reset filter](#) to view all flights

Depart	Arrive	Travel	Low Cost	Restricted Economy	Flexible Economy
06:10 a.m. Adelaide	08:05 a.m. Melbourne	1h 25m nonstop	\$82	No Fares	N/A

[Show All](#) flights for Adelaide to Melbourne Mon 2 Jul 2018 to select a different flight.

Melbourne to Adelaide Tue 3 Jul 2018 Available Flight(s): 1 of 8

Depart	Arrive	Travel	Low Cost	Restricted Economy	Flexible Economy
05:35 p.m. Melbourne	06:30 p.m. Adelaide	1h 25m nonstop	\$119	\$157	\$264

[Show All](#) flights for Melbourne to Adelaide Tue 3 Jul 2018 to select a different flight.

[Show On Map](#) Estimated Selected Fare: **\$201.00**

powered by **S serko** | Copyright © 2018 | [Terms Of Use](#) Designed for: IE11+, Firefox 50+, Safari 7+, Google Chrome 54+ - 1024 x 768 Resolution

Cancel Go Back **Next**

If you selected at least one upgradeable fare (e.g. to add checked baggage to Jetstar flights), a pop-up window will display your itinerary options (*if not, continue to step 20 below*).

ADD FLIGHT OPTIONS

16. For each flight, click on the arrow to show the upgrade options available.
17. Click on the required fare.

Note: The description is shown below the fare.

If you selected hotels and/or car hire (in step 3 of [Initial setup](#)), you can ask Serko to add the 'Best in Policy' hotel and/or car option instead.

AUTOMATIC CAR/HOTEL SELECTION

18. If you do not want to choose the hotel or car yourself, click in the field of the hotel or car you wish to change, and click on *Best in Policy*.
19. Click *Ok* to continue.

Itinerary Options

Confirm your Itinerary Options for each destination.

Air

Your current fare selections are displayed.

- To view the upgrade options for a fare, click on the down arrow
- To upgrade, click on your preferred option

Car / Hotel

The available options are displayed.

- To search and select your preferred Car/Hotel, select 'Let me choose'
- To automatically add the lowest Car/Hotel, select 'Best in Policy'
- If no Car/Hotel is required, select 'Not Required'

Destination	Air	Hotel
1 Melbourne	Starter No Bag	Let me choose
2	Price Option	Not Required

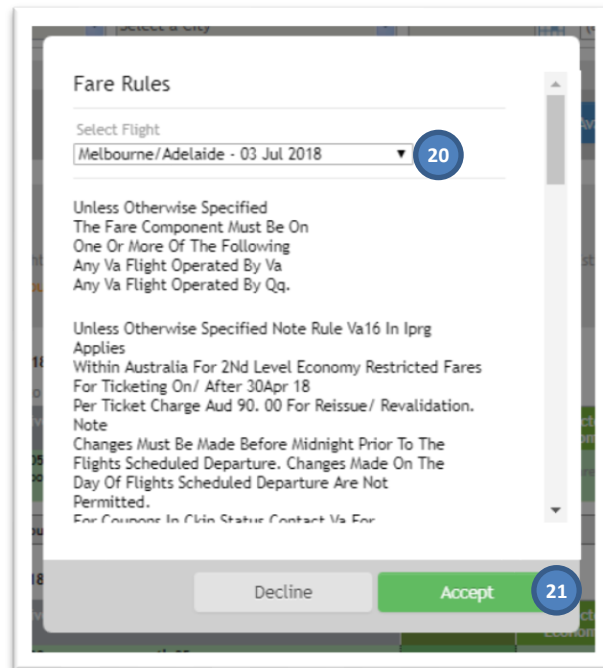
Price Option: \$82.00
No Bag: \$82.00
Starter No Bag: \$104.00
Starter Baggage 15: \$106.00
Starter Baggage 20: \$110.00
Starter Baggage 25: \$114.00
Starter Baggage 30: \$119.00
Starter Baggage 35: \$123.00

Cancel **Ok**

Serko will display the fare rules for each of the selected flights.

REVIEW FARE RULES

20. If your trip consists of more than one flight, click in the *Select Flight* field to change the displayed flight, and view the fare rules for each of the remaining flights.
21. Click *Accept* to continue.

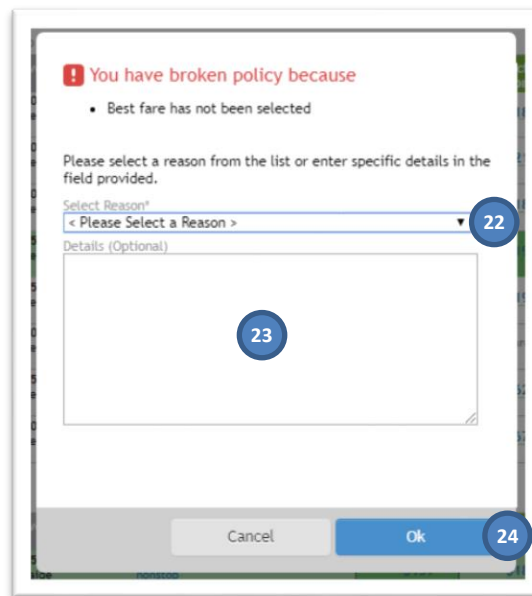


If you have not selected the lowest logical fare for each flight, Serko will prompt you to specify the reason for choosing alternative flights.

BROKEN POLICY JUSTIFICATION

22. Click in the *Select Reason* field and click on the most appropriate option from the list available.
23. If necessary, you can provide further information in the *Details* field.
24. Click *Ok* to continue.

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5. Car hire

This section only applies if you selected Car (see step 3 of [Initial setup](#)). Otherwise continue to section 6.

Serko will pre-populate the Pick-up City, Pick-up and Drop-off fields from the flight information.

SPECIFY CAR HIRE NEEDS

1. If necessary, click in the *Pick-up City* field to choose an alternative city. You can either type the location name or airport code (e.g. Adelaide or ADL) or click on the arrow to select a location from the list.
2. If necessary, change the required date and time of Pick-up and Drop-off. You can click in each field and over-write the pre-populated values, as required.

CHANGE OPTIONS

3. If required, click on *Advanced Options*:
 - a. If you need to return the car to a different city, click in Drop-off City and either type the location name or airport code (e.g. Adelaide or ADL) or click on the arrow to select a location from the list.
 - b. If you wish to only view the available cars for one car company, click on Car Company and click on the name of the required option.

Note: Companies shown in green are those at which UniSA can access preferred rates.

SEARCH FOR HIRE CARS

4. Click on *Search Car Availability*.

The screenshot shows a web interface for car hire booking. At the top, there's a navigation bar with 'Home', 'Bookings', and 'My Profile'. The user is logged in as 'Daren Murphy'. Below the navigation bar, there are tabs for 'Setup', 'Air', 'Car', 'Hotel', and 'Summary'. The 'Car' tab is selected. The main content area is titled 'Quick Booking' and shows 'Booking Details' for 'Mr Daren Murphy' with a 'Trip Total' of '\$248.94'. The 'Car Selection' section has the following fields: 'Pick-up City*' (Melbourne (MEL)), 'Pick-up*' (02 Jul 2018, 08:25 a.m.), 'Drop-off*' (03 Jul 2018, 04:05 p.m.), 'Drop-off City*' (Melbourne (MEL)), and 'Car Company' (All Available). There are four numbered callouts: 1 points to the 'Pick-up City*' dropdown, 2 points to the 'Drop-off*' date and time, 3 points to the 'Advanced Options' link, and 4 points to the 'Search Car Availability' button. The 'Advanced Options' link is circled in red.

Serko will display the available cars that match the search criteria, grouped by car company then in ascending price (cheapest first).

Note: The preferred car companies are shown above non-preferred content.

ADJUST SEARCH RESULTS

5. If required, click on *Apply Filters* to open a pop-up window that allows you to narrow the search results.

a. Adjust the options by ticking/unticking and dragging the bars to narrow the ranges.

b. Click on *Apply* to view the new search results or *Cancel* to close the box.

COMPARE HIRE CAR OPTIONS

6. Click on the icons to view the car rules.

a. A green \$ symbol shows the lowest priced option.

b. A red exclamation shows non-preferred content.

SELECT HIRE CAR

7. Click on the row of the chosen car.

8. Click on *Next* to continue.

A pop-up window will advise that the traveller must pay their own account at the time of check-out.

ADD CAR HIRE OPTIONS/REQUESTS

9. You will be prompted to specify if you also want to hire a satellite navigation system. If yes, tick the check box.
10. The Comment field can be used to communicate information or requests to the car company.

Note: Anything entered here will be sent electronically to the car company and may be subject to availability or additional charges.

11. Click *Ok* to continue.

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Special Requests
Please enter any Special Requests you would like for this Car segment. Please note this is only a request and not guaranteed

Extras (Max 3):
 NeverLost, Navigational System

Special Request: Pay Own Account
Comment:

Please note additional charges may apply

Cancel Ok

6. Hotel accommodation

This section only applies if you selected **Hotel** (see step 3 of [Initial setup](#)). Otherwise continue to section 7.

Serko will pre-populate the check-in and check-out fields from the flight information.

SPECIFY REQUIRED DATES

1. If necessary, change the required date and time of Check-in and Check-out. You can click in each field and over-write the pre-populated values, as required.

CHOOSE SEARCH LOCATION

2. If necessary, click in the *Closest City* field to choose an alternative city. You can either type the airport name or code (e.g. Adelaide or ADL) or click on the arrow to select a location from the list.
3. Click the radio button beside the required search option.
 - a. For options other than All, either: click on the most appropriate location from the list; type the address; or, select the required hotel from the list.
 - b. If using the Location or Address option, click in the *Within Radius* field and click on the most appropriate option from the list available.

SPECIFY HOTEL POLICY

4. Select the radio button beside the policy you want to apply (Preferred displays only the hotels at which UniSA can access a preferred rate).

SEARCH FOR HOTELS

5. Click on *Search Hotel Availability*.

The screenshot shows the 'Quick Booking' interface. At the top, there's a navigation bar with 'Home', 'Bookings', and 'My Profile'. The user is logged in as 'Daren Murphy'. The 'Quick Booking' section shows 'Booking Details' for 'Mr Daren Murphy' with a 'Trip Total' of '\$201.00'. The 'Hotel Selection' section is the main focus, with the following elements highlighted by numbered callouts:

- 1: Check-in date and time (02 Jul 2018, 02:00 p.m.) and Check-out date and time (03 Jul 2018, 10:00 a.m.).
- 2: 'Where?' section, specifically the 'Closest city' dropdown menu showing 'Melbourne (MEL)'. A red circle highlights the dropdown arrow.
- 3: 'Search by' section with radio buttons for 'Location', 'Address', 'Name', 'Previously booked', and 'All'. A red circle highlights the 'Location' radio button.
- 3a: 'Location' dropdown menu showing '< Select a Location >'. A red circle highlights the dropdown arrow.
- 3b: 'Within radius' dropdown menu showing '5 km'. A red circle highlights the dropdown arrow.
- 4: 'What?' section with radio buttons for 'Preferred' and 'Preferred and Non Preferred'. A red circle highlights the 'Preferred' radio button.
- 5: 'Search Hotel Availability' button.

Serko will display the available hotels that match the search criteria.

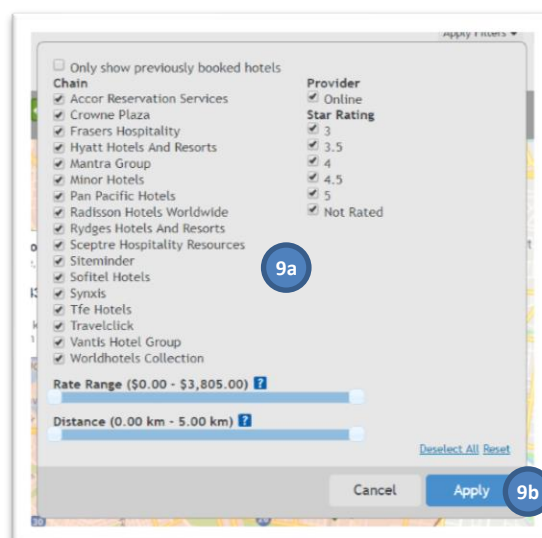
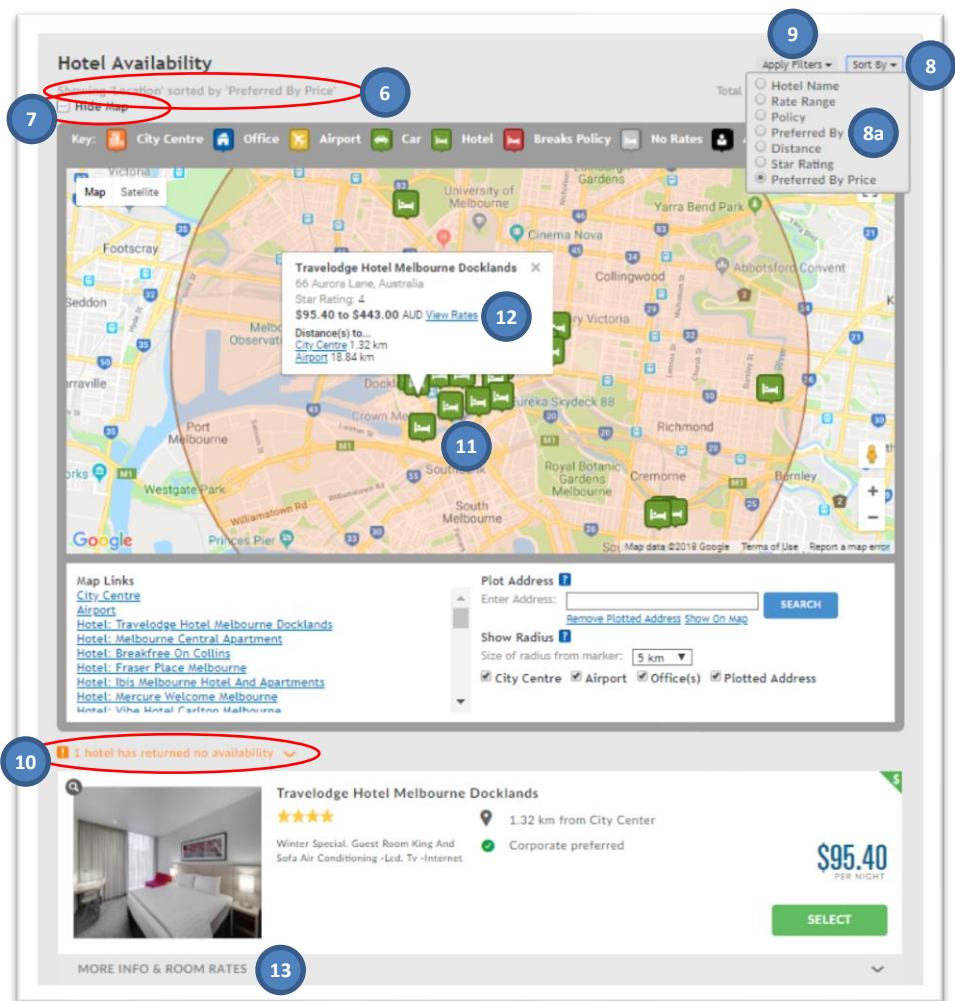
ADJUST SEARCH RESULTS

6. The search results default to the ascending price order (cheapest first).
7. Click on *Show Map/Hide Map* to toggle the map view of the hotel list.
8. Click on *Sort By* to view the options for displaying the results.
 - a. Click on the name or radio button of the desired option. The box will automatically close and re-sort the results.
9. If required, click on *Apply Filters* to open a pop-up window that allows you to narrow the search results.
 - a. Adjust the options by ticking/unticking and dragging the bars to narrow the ranges.
 - b. Click on *Apply* to view the new search results or *Cancel* to close the box.
10. Serko will notify you if there is no availability at certain hotels.
11. Click on the icons in the map to view further information.
12. Click on *View Rates* to see further information about the hotel and the rooms available.

Note: This step only works for hotels in the list beneath. If necessary, scroll to the bottom of the list and click on *More Hotels* to expand the list.

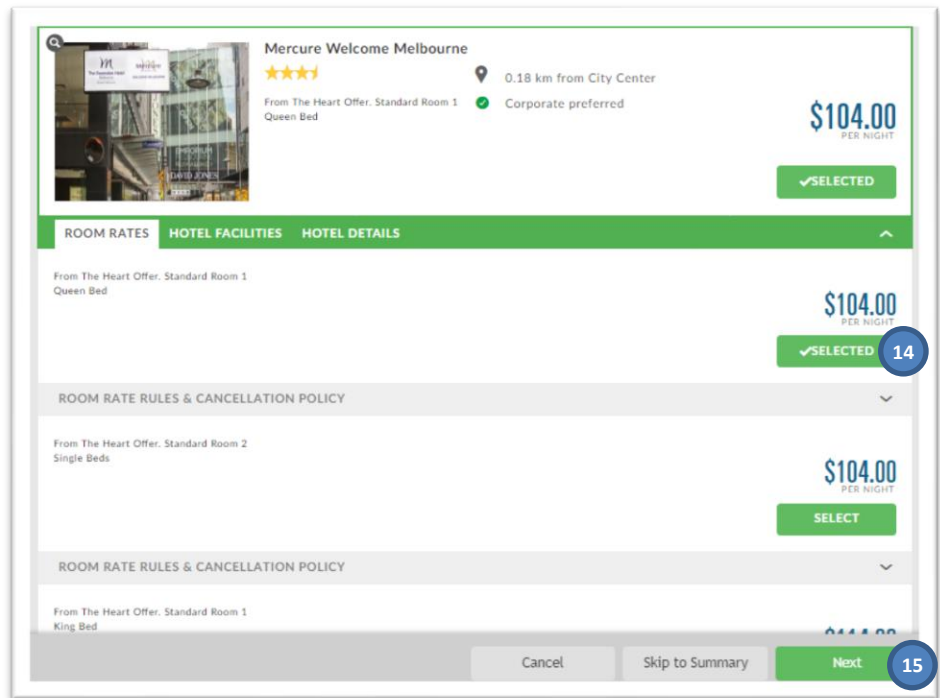
COMPARE HOTEL OPTIONS

13. Click on *More Info & Room Rates* to expand/contract a list of available rooms, the hotel facilities and further information about the hotel (e.g. contact details and cancellation policy).



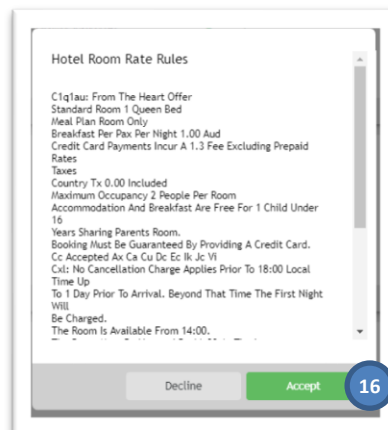
SELECT HOTEL(S)

- Click on *Select* for the required hotel and room.
- Click on *Next* to continue.



REVIEW HOTEL RULES

- A pop-up window will display the hotel rules for the room you have chosen. Click *Accept* to proceed.



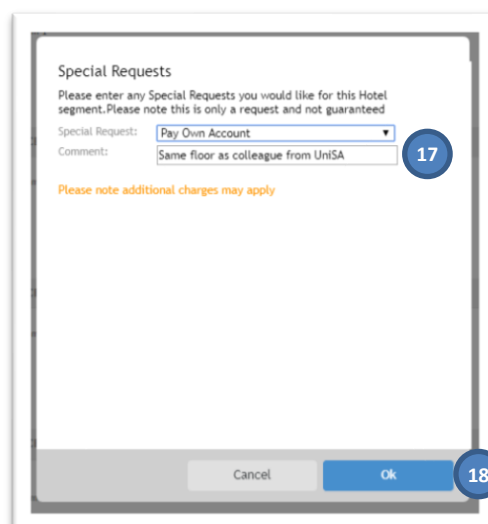
ADD HOTEL REQUESTS

- A pop-up window will advise that the traveller must pay their own account at the time of check-out. The *Comment* field can be used to communicate information or requests to the hotel.

Note: Anything entered here will be sent electronically to the hotel and may be subject to availability or additional charges.

- Click *Ok* to continue.

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7. Finalise the booking

Serko displays your draft itinerary, including all flight, accommodation and car hire requirements.

IDENTIFY REMAINING TASKS

1. Note the remaining tasks needed to finalise the booking. This list will change in accordance with the requested options (e.g. if an 'instant purchase' flight has been selected).

CHECK TRIP COST

2. You can click on *Show Details/Hide Details* to view/hide a breakdown of the trip costs.

AMEND SELECTED OPTIONS

3. If you need to amend or remove anything, click on *More Actions* beside the required option.
 - a. Click on the required option.
4. If you need to add further items to your itinerary (e.g. a hotel before the first flight), click on *More Actions* in the header bar.
 - a. Click on the required option.

COMPLETE MANDATORY QUESTIONS

Each booking requires the completion of mandatory questions before Serko will allow the booking to be finalised.

5. Click on *Additional Details*.

The screenshot shows the Serko booking system interface. At the top, there's a navigation bar with 'Home', 'Bookings', 'My Profile', and a user name 'Daren Murphy'. Below this is the 'Booking Summary' section, which includes a 'Booking Details' box for 'Mr Daren Murphy' and a table of costs: Air Total (\$306.55), Car Total (\$0.00), Hotel Total (\$124.00), and Trip Total (\$430.55). A 'Hide Details' button is next to the table. Below the costs is a 'Complete Booking' section with a checkbox for 'I accept the Providers Instant Purchase Terms and Conditions' and a 'Finish' button. A red circle labeled '1' highlights the 'Outstanding Tasks' list, which contains three items: 'Complete items highlighted on the Additional Details tab', 'Accept the Instant Purchase provider Terms and Conditions', and 'Click "Finish" to finalise your Booking'. Below this is the 'Itinerary' section, which has tabs for 'Itinerary', 'Additional Details', and 'References'. A red circle labeled '5' highlights the 'Additional Details' tab. The itinerary shows three items: a Jetstar flight from Adelaide to Melbourne, a Mercure hotel in Melbourne, and a Virgin Australia flight from Melbourne to Adelaide. Each item has a 'More Actions' button. A red circle labeled '3' highlights the 'More Actions' button for the hotel, and a red circle labeled '4' highlights the 'More Actions' button in the header bar of the itinerary section.

This screenshot shows a close-up of the 'More Actions' dropdown menu for a flight item. The menu is open, showing several options: 'Add: Best in policy Car', 'Car', 'Best in policy Hotel', 'Hotel', 'Change: This flight', and 'Request: Seating'. A red circle labeled '3a' highlights the 'Change: This flight' option.

This screenshot shows a close-up of the 'More Actions' dropdown menu for a hotel item. The menu is open, showing two options: 'Add: Car' and 'Hotel'. A red circle labeled '4a' highlights the 'Add: Car' option.

Note: *The traveller must have and be able to evidence formal VCA approval for this trip.*

CONFIRM APPROVAL

6. Click on Yes in the *I have sought formal approval* field to confirm approval.

PROVIDE TRIP JUSTIFICATION

7. Click on the *Purpose of visit* field and select the description which best describes the trip purpose.
8. Optionally, complete the *Reason for travel* and *Booking reference* fields.

OTHER COST CENTRE(S)

9. If any costs are being funded from the traveller's 'home' cost centre, click on *Use the available cost centre...* field and select Yes. If not, select No.
10. If you want to split the trip costs across multiple cost centres (up to three) or to nominate an alternative to the home cost centre, enter the additional cost centre(s) (including sub-ledger and digits) in the 'Additional cost centre 2' and 'Additional cost centre 3' fields together with the amounts ('dollar value') for each cost centre. The difference will be charged to the home cost centre.

Note: *See step 2 above to locate the trip costs.*

ADD SPECIAL REQUESTS

11. If you have a special request for the University's Travel Management Company, you can type this in the *Comments* field.



If this field is used, a higher 'consultant-assisted' fee will apply and your booking will be delayed. If you do not have a special request, please leave this field blank.

12. Click on *Preferences* to continue.

Serko will display details of the traveller's frequent flyer and hotel membership schemes held within the traveller's profile in Appian. Only those which are relevant to the booking will be selected (i.e. if the trip does not include a Qantas flight, the Qantas membership will not be ticked).

ADD MEMBERSHIP DETAILS

13. If the required membership is not listed, click on *Add Preferences* to manually add the membership details.

Note: It is recommended that you update your traveller profile in Appian to ensure your preference is available for all future bookings.

- a. Complete the name and scheme details (exactly as stated, including any leading zeros before a membership number).
- b. Click on *Add*, and repeat as necessary.

FINALISE BOOKING

14. Click on *Finish* to complete the booking.

All bookings made via Serko undergo robotic ticketing once the booking is completed. An itinerary will be sent to the travel booker (traveller or travel coordinator), usually within 30 minutes (excluding consultant-assisted bookings).

A notification e-mail will also be sent to the traveller's line manager, as specified in their traveller profile in Appian.

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