



**University of  
South Australia**

# Serko User Guide

## **Self-Service Online Booking Tool for Domestic Travel Requirements**



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## 1. WELCOME TO SERKO

### 1.1. Introduction

Serko is the University of South Australia's self-service online booking tool for domestic-only travel requirements. This includes:

- Air travel
- Hotel accommodation
- Car hire.

Over 90% of the University's domestic travel bookings can be made via Serko.

Serko can be used by eligible University staff. This includes all paid staff on continuing or fixed-term contracts.

### 1.2. Exceptions to Booking via Serko

Some trips cannot currently be self-booked through Serko:

- International travel (including Trans-Tasman)
- Six nights or greater (a travel diary is required)
- Multiple travellers (who want to sit together on the airplane)
- Personal payment (frequent flyer redemption, exit row or upgrades)
- Departure is less than 24 hours from the time of booking
- Hire of a commercial vehicle (utility or bus)
- Utilising a hotel chargeback or accessing a hotel conference rate.

If a trip contains one of more of these elements, simply complete a [Business Travel Request](#) ('BTR') form and the University's Travel Team will be happy to help you with your booking.

### 1.3. Approval

Serko is a live booking tool. There is no built-in approval workflow within Serko. The traveller is responsible for obtaining and retaining evidence of approval to travel from the relevant VCA holder(s) for each trip. The travel booker will be prompted to confirm receipt of such approval during the booking process.

Travellers are fully responsible for the bookings they make or request others to make on their behalf within Serko.

**The University reserves the right to recoup unapproved or out-of-policy expenditure!**

### 1.4. Business Travel Requests

As staff can complete the entire booking within Serko, there is no need to complete a BTR form when using Serko. However, use of Serko is optional and all travellers are still welcome to complete a BTR form if they would like the University's Travel Team to facilitate their domestic booking requirements.

Safe travels!

## 2. LOGIN PAGE

### 2.1. Website Address

You can access Serko using the following link: <https://serkoonline.atpi.com/Login.aspx>.

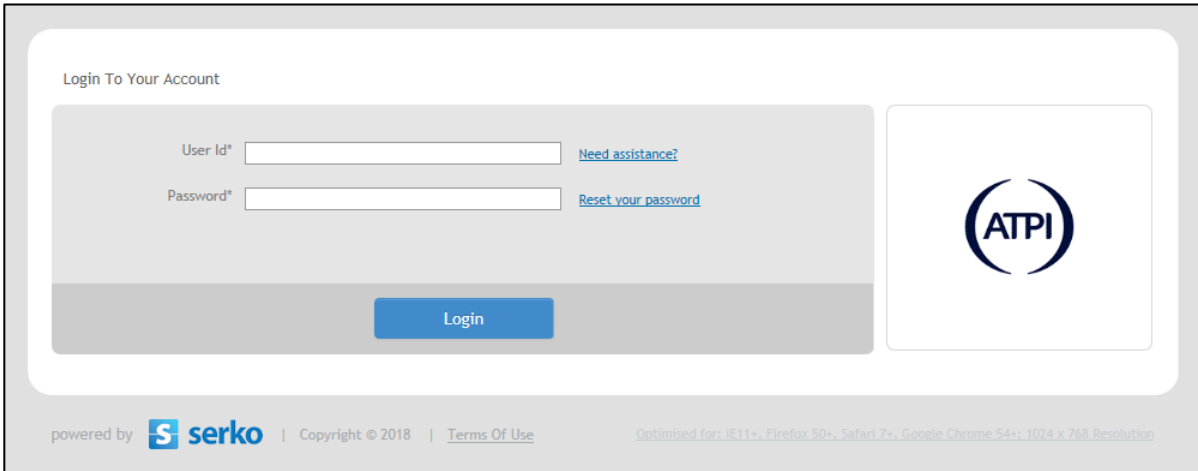
### 2.2. User ID and Password

To use Serko, you must first complete a profile within the University's [Travel: Maintain Traveller Profile](#) tool in Appian.

You should receive a welcome e-mail shortly after your traveller profile has been created. If you do not receive a welcome e-mail or need to request access to Serko, please contact the Travel Team (see section 2.4 below).

Login using the User ID provided within the welcome e-mail and follow the instructions to set-up your password.

**Note:** Your User ID is unique to you and your login details must not be shared with any other person.



### 2.3. Travel Coordinators

Certain University staff members have been nominated by their Executive Dean/Director of Research Institutes & Centres/Unit Director as a Travel Coordinator for their local area. A Travel Coordinator may be appointed to assist travellers within the 'ORG2' in which they have been nominated. The list of Travel Coordinators is maintained by the Travel Team. Once added by the Travel Team, the nominated Travel Coordinator will feature in the drop-down 'picker' in the traveller profile tool in Appian for all staff in the associated ORG2.

Travellers can appoint up to three Travel Coordinators from their local area (please see the [Quick Guide](#) for further information).

By selecting one or more Travel Coordinators, the traveller authorises those Travel Coordinators to:

- a) access and edit their traveller profile, which will include their emergency contact details, passport and visa information, airline and hotel memberships, and seating and meal preferences; and
- b) make a firm booking in the traveller's name within Serko.

Although nominated Travel Coordinators will be available within Appian to all staff in the same ORG2, **travellers should seek agreement from their local area before appointing a Travel Coordinator.**

If you wish to nominate a staff member or yourself as a Travel Coordinator, please contact the Travel Team (see section 2.4 below).

If you have been nominated as a Travel Coordinator, you must create your own traveller profile in Appian – *even if you do not travel yourself*. This is necessary to allow travellers to subsequently appoint you as their Travel Coordinator (if they have prior permission to do so) and to facilitate your access to Serko. You must **always log into Serko using your own User ID**, but will be able to administer bookings for all travellers that have appointed you as their Travel Coordinator.

## 2.4. Further Assistance

This User Guide provides detailed instructions on how to make, amend or cancel a travel booking. A separate [Quick Guide](#) explains how to create or amend your travel profile in Appian.

Should you require any additional information, please either:

- refer to the University's Travel [website](#);
- call the Travel Team on 08 830 26430; or
- e-mail [travelteam@unisa.edu.au](mailto:travelteam@unisa.edu.au).

## 3. HOME PAGE

### 3.1. Home Page

Many of the sections under Notes contain important information relating to:

- The University's travel program
- The University's travel tools – Serko and Appian
- Generic advice and support applicable to all Serko users (not just UniSA)

The screenshot displays the Serko user interface. At the top left is the University of South Australia logo, and at the top right is the ATPI logo. Below these is a dark navigation bar with links for Home, Bookings, My Profile, and Admin. The user's name, Joanne Amey, is displayed next to a dropdown arrow, along with Logout, a help icon, and a phone icon. The main content area starts with a welcome message: "Welcome, Joanne Amey". Below this is a "Bookings" section with a search bar and a "Booking" button. The "Notes" section contains a list of expandable items: Traveller profile, Bookings that CAN'T be completed in Serko, Trip assistance & booking errors, 2018 Events Calendar, Insurance, Health & safety, eProfile, If after clicking the FINISH button you do not receive a Serko confirmation number..., Contact ATPI Voyager eCommerce Team, and Passports, Visas, Warnings and Health. The footer includes the Serko logo, copyright information (© 2018), terms of use, and browser optimization details.

### 3.2. Traveller Profile

It is each traveller's responsibility to ensure their traveller profile held in Appian is up to date . Failure to do so may result in a booking containing incorrect information. This could cause delays or inconvenience whilst travelling, or the traveller denied boarding onto a flight.

All costs arising from amendments or cancellations due to incorrect profiles will be charged to the traveller's cost centre.

If your details have changed since your last booking, the link will take you to Appian to review and update your details.

If you update a profile, you will need to log out and then back in to Serko for any profile changes to be reflected in Serko.

Notes

Traveller profile

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To manage/update your profile information, please click [here](#) to access Appian

**Note:** *Not all changes will be reflected in Serko immediately. Certain information may take up to eight working hours to appear in Serko (e.g. name changes and Travel Coordinators).*

### 3.3. Bookings that CANNOT be completed in Serko

A limited number of bookings cannot be completed using Serko and must be booked via the Travel Team. These types of bookings are listed below:

Bookings that CAN'T be completed in Serko

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Over 90% of the University's eligible domestic trips can be booked via Serko

However, there are a number of bookings that can't be booked online. These domestic trips include those that are:

- \* 6 nights or greater (a travel diary is required)
- \* Include any form of personal payment (spouse, partner, child, exit row upgrade, frequent flyer redemption or travel class upgrade)
- \* Include accompanied travel ( 2 or more staff members travelling on the same flights who want to sit together)
- \* That require use of a commercial vehicle (a ute, bus etc)
- \* Due to depart in less than 24 hours from the time of booking

If your trip contains 1 or more of these elements, simply complete a BTR and the Travel Team will be happy to support your booking in the traditional process. Please click [here](#) to access BTR.

### 3.4. Trip Assistance & Booking Errors

The use of Serko is not mandatory. Travellers are welcome to complete a Business Travel Request (BTR) form and the Travel Team will facilitate the required booking.

Trip assistance & booking errors

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If you require the Travel Team to make a booking on your behalf, please complete a BTR by clicking [here](#). Should you need assistance with forming an itinerary (prior to completing the booking yourself), you can call the Travel Team during business hours on (08) 8302 6430.

If you wish to make changes to an existing booking, please contact ATPi Voyager by calling 1800 335 395 or via email [au.unisa@atpi.com](mailto:au.unisa@atpi.com)

If you receive an error message at any point during or at the completion of your booking, call the ATPi Voyager eCommerce Team on 1300 364 608 or email them the error message at [au.ecommerce@atpi.com](mailto:au.ecommerce@atpi.com)

### 3.5. ATPi Voyager Events Calendar


Serko is provided through the University's Travel Management Company ('TMC') for domestic travel, ATPi Voyager. The TMC provides and maintains a list of special events and festivals that may affect flight and accommodation availability in major cities and towns. Refer to this resource to best plan your upcoming travel.

 **Events Calendar**

Please click [here](#) to view the calendar featuring events being held in all major Australian cities which will assist with your travel planning.

### 3.6. Insurance

All domestic travel taken on behalf of the University is subject to the University’s Insurance policy. If in doubt, please contact the Insurance Team on 08 830 21678 or e-mail [insurance@unisa.edu.au](mailto:insurance@unisa.edu.au).

 **Insurance**

All persons travelling on UniSA approved travel are covered by the University’s corporate travel insurance policy, subject to the following conditions:


- The journey does not exceed 180 days
- Staff / PhD : personal travel does not exceed 50% of the total journey
- Students (other than PhD) : have declared all personal travel to the Insurance Office; and/or
- The traveller is not over 75 years of age

Travellers will need to contact the UniSA Insurance Office on (08) 8302 1678 or [insurance@unisa.edu.au](mailto:insurance@unisa.edu.au) to make additional arrangements if their circumstances differ from the above.

### 3.7. Health & Safety

**This is a generic section that applies to all ATPI Voyager customers and cannot be removed.**

As Serko is being used by the University for domestic travel only, this section does not apply. However, it is recommended that travellers periodically visit the Smartraveller website to ensure they are informed and prepared prior to undertaking any international travel.


 **Health & safety**

All travellers are encouraged to visit the Smart Traveller website <http://smartraveller.gov.au/Pages/default.aspx> periodically to ensure they are informed and prepared prior to undertaking travel on behalf of the University.

### 3.8. eProfile (Do Not Use)

**This is a generic section which applies to all ATPI Voyager customers and cannot be removed.**

The University is using Appian to store and manage travellers’ profiles, and to communicate the required information to the University’s travel partners. Please do not amend a traveller’s profile outside of Appian as this will not be reflected in Appian or communicated to other travel partners.

 **eProfile**

**To manage your own travel profile, please use the below link to access ATPI eProfile application**

URL: <https://eprofile.atpi.com/commonlogin.aspx>


Email Address: John.Smith@atpi.com (example only)

Password: Password123

Once you have logged in, you will be prompted to change the password.

### 3.9. Serko Confirmation Number Not Received

If, after clicking the FINISH button at the end of the booking process, you do not receive a Serko confirmation number, contact the ATPI Voyager eCommerce Team using the details provided.


 **If after clicking the FINISH button you do not receive a Serko confirmation number...**

If after clicking the FINISH button you do not receive a Serko confirmation number, please contact ATPI Voyager eCommerce Team as soon as possible prior to taking any further action on [au.ecommerce@atpi.com](mailto:au.ecommerce@atpi.com) or 1300 364 608.

### 3.10. Contact ATPI Voyager eCommerce Team

The contact details for the ATPI eCommerce Team can be found in this section and on your itinerary.



 Contact ATPI Voyager eCommerce Team

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ATPI Voyager eCommerce Team

Email: [au.ecommerce@atpi.com](mailto:au.ecommerce@atpi.com)

Phone: 1300 364 608


Office Hours: Mon-Fri 0800-1800 (AEST) **\*\*Closed National Public Holidays\*\***

After Hours Bookings: 1300 551 225

### 3.11. Passports, Visas, Warnings and Health

**This is a generic section that applies to all ATPI Voyager customers and cannot be removed.**

As Serko is being used by the University for domestic travel only, this section does not apply. The links provided here do not apply to the University’s international travel requirements. For help with passports and visas, please contact the Travel Team (see section 2.4 above).

 Passports, Visas, Warnings and Health

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Please check all passport and visa requirements for international and trans tasman reservations prior to booking, or contact your dedicated ATPI Voyager consultant for assistance.

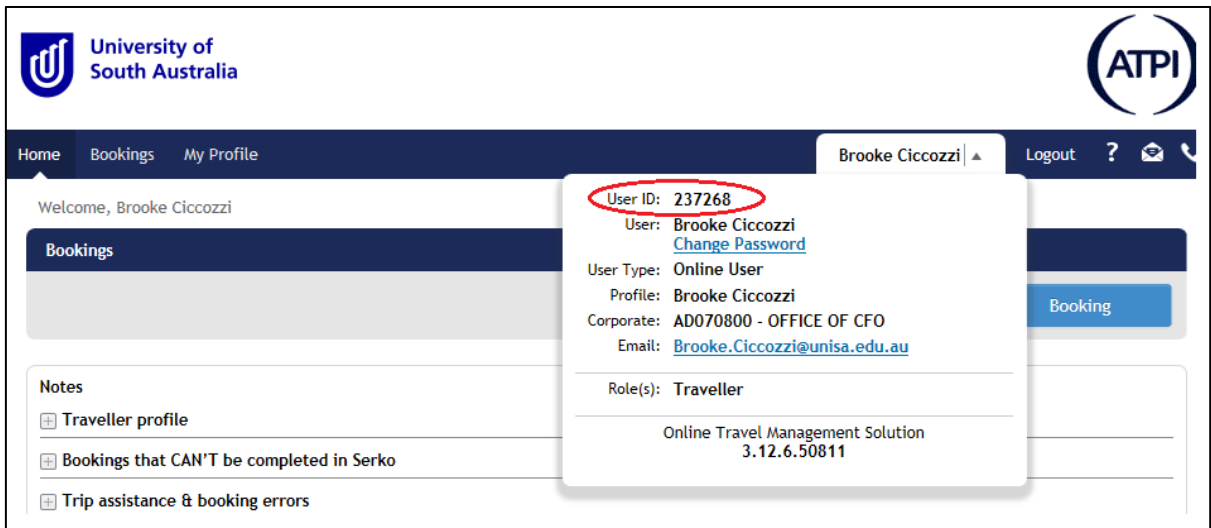
[cibtvisas.com.au](http://cibtvisas.com.au)    
 [Austn Govt Travel Advisory and Consular Advice](#)    
 [Vaccinations and Health](#)

## 4. ADMINISTRATION

Several administrative tasks are actioned on the Home Page.

### 4.1. Locating Your Unique User ID

Click on your name in the upper right-hand corner of the screen and the pop-up window displays your Serko credentials. Your User ID will appear at the top.



The screenshot shows the ATPI Voyager user interface. At the top right, the user's name 'Brooke Ciccozzi' is displayed with a dropdown arrow. A pop-up window is open, showing the following details:

- User ID: 237268 (circled in red)
- User: Brooke Ciccozzi
- Change Password (hyperlink)
- User Type: Online User
- Profile: Brooke Ciccozzi
- Corporate: AD070800 - OFFICE OF CFO
- Email: [Brooke.Ciccozzi@unisa.edu.au](mailto:Brooke.Ciccozzi@unisa.edu.au)
- Role(s): Traveller

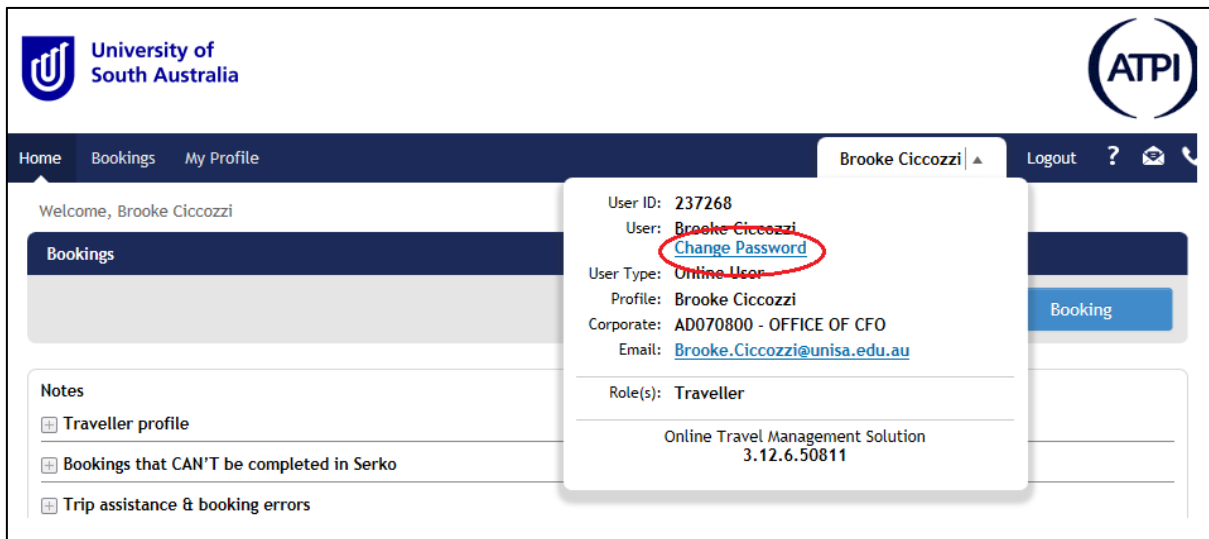
At the bottom of the pop-up, it says 'Online Travel Management Solution 3.12.6.50811'. The background shows the 'My Profile' section with a 'Booking' button.

### 4.2. Changing Your Serko Password

It is essential that you change your initial password to a unique password (and keep it confidential). Passwords must be a minimum of eight characters and include at least one uppercase letter, one lower case letter and one special character (e.g. a dollar sign or exclamation mark, however passwords cannot contain an underscore ‘\_’).

In the pop-up window, click on the hyperlink called ‘Change Password’ and you will be prompted to input your current and new password (twice) to amend your password.

It is recommended that you periodically change your password to enhance the security of your personal information and your booking capability.



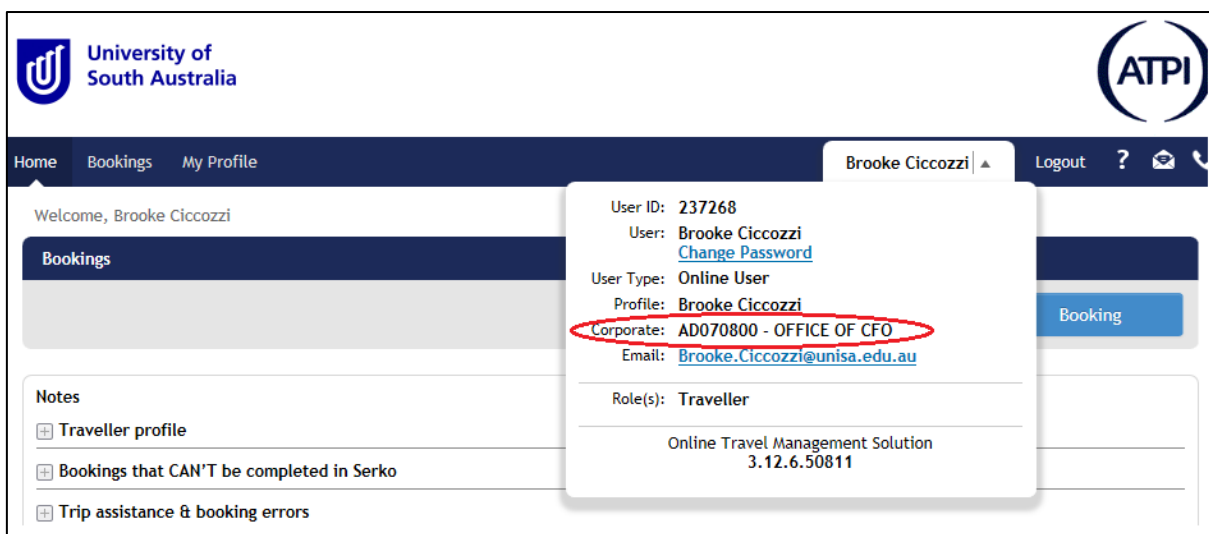
### 4.3. Determining the Default 'Home' Cost Centre

Serko pre-populates your default cost centre from your traveller profile in Appian. This is displayed in the pop-up window. The default cost centre should be set to the cost centre that normally funds your business travel. If your default cost centre needs to be amended, please update it in your traveller profile in Appian. Once completed this will be reflected in Serko.

Section 7.3 below describes how to specify an alternative cost centre if you wish to charge all (100%) of this booking to one cost centre other than your default cost centre.

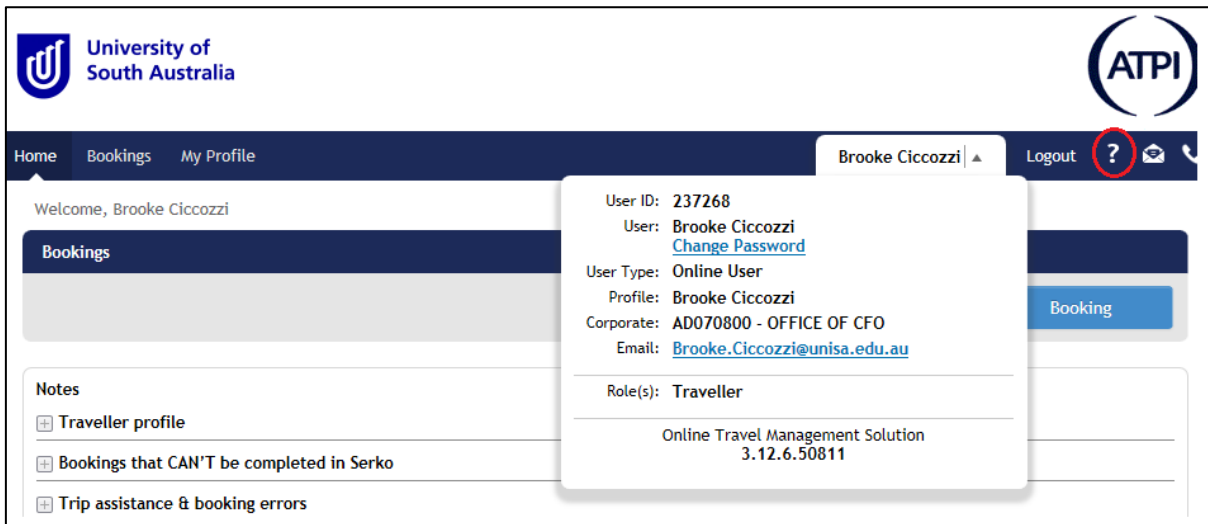
**Personal Development (PD) funds cannot be used as your default cost centre** or specified at this stage of the booking process due to technical limitations in Serko. It is, however, possible to specify PD funds later in the booking process.

Section 11.7 below describes how to nominate up to two additional cost centres (to split the trip cost over two or three cost centres) – which may include PD funds – at the end of the booking process.



### 4.4. Serko Training Videos

Serko provides access to a comprehensive library of training videos on every aspect of the booking process. Access to the video library can be found by clicking on the question mark in the upper right-hand corner.

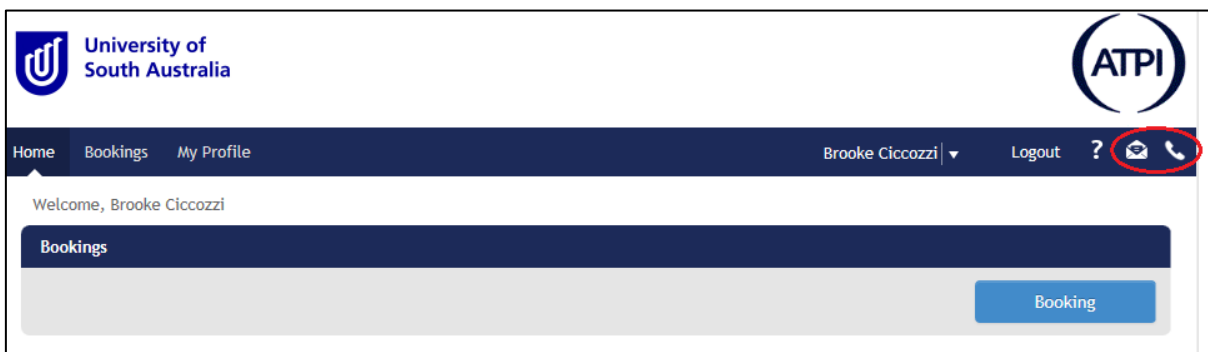


**Note:** The video library is generic and does not reflect the customisation that has been applied to the online booking tool for the University. For example, there will be no video showing how to book travel costs to a PD fund or how to complete the 'Additional Details' tab prior to completing a booking.

It is recommended that the video library be used for assistance when selecting trip content e.g. flights, accommodation or car hire rather than the administration.

#### 4.5. Quick Phone and e-Mail Access to ATPI's eCommerce Team

Contact details for ATPI's eCommerce team can be found in the top right-hand corner of the home page. The eCommerce team should be contacted in the event of a technical query/issue regarding your booking, for example you didn't receive an itinerary, you couldn't complete your booking, you received an error message, etc.



If you have a query about the booking process (including airlines, hotels, how to substitute to an alternative cost centre), please refer to the relevant section in this User Guide or contact the Travel Team (see section 2.4 above).

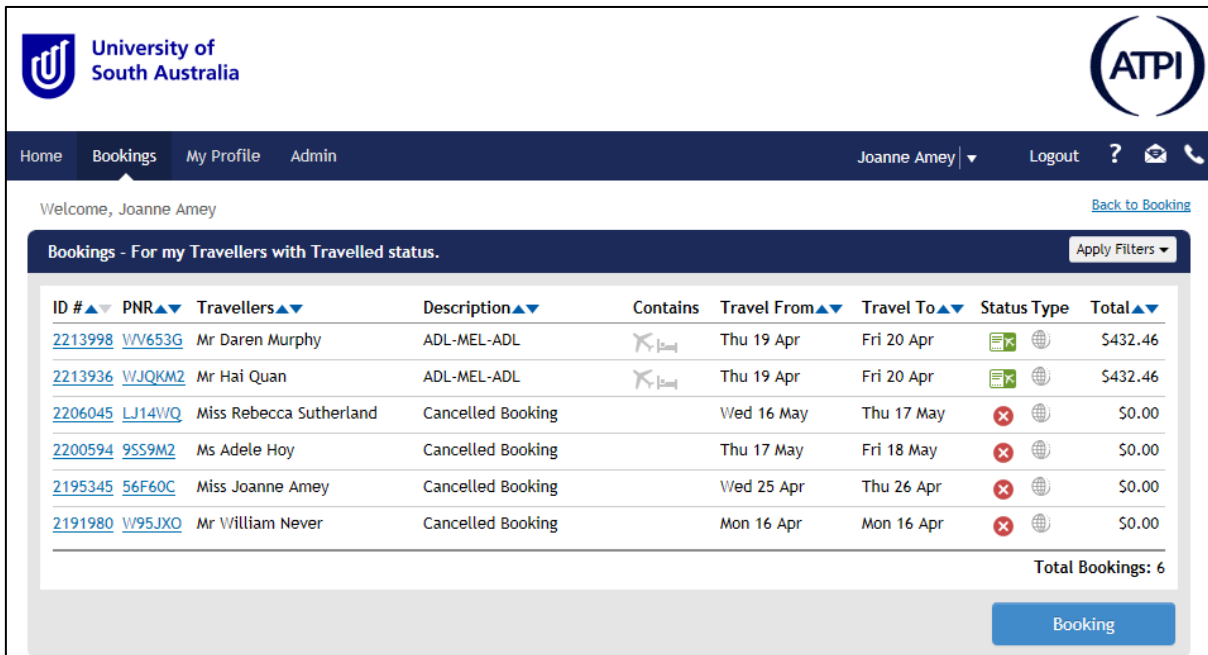
## 5. BOOKINGS PAGE

### 5.1. Historic Bookings

A history of your bookings is available on the 'Bookings' tab.

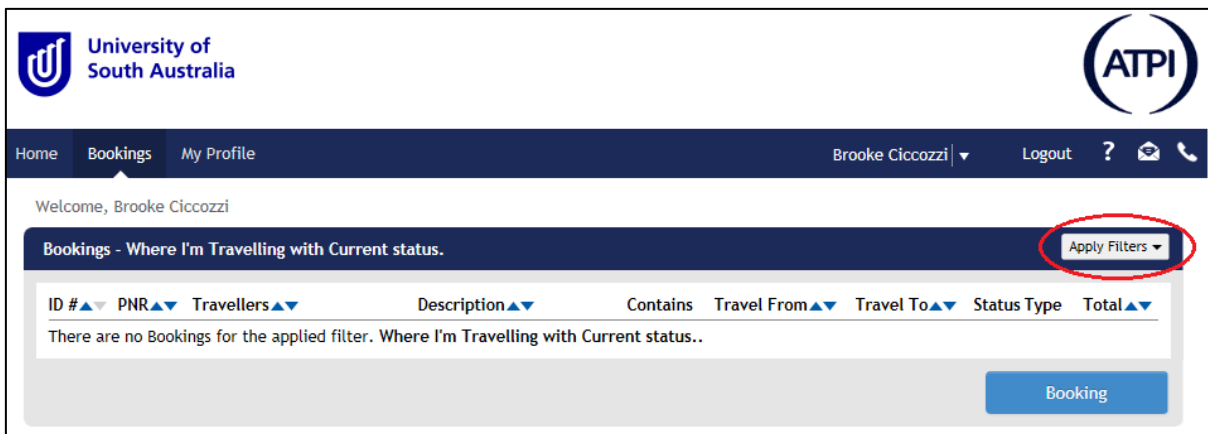


Click on either of the hyperlinks (in columns ID# or PNR) to access the relevant booking.



### 5.2. Searching Bookings

As the number of bookings grow, the filter can be useful to access your bookings.



### 5.3. Advice for Travel Coordinators

If you book travel for other travellers, your bookings history will also show these. The filter function may be useful to reduce this list when searching for a booking (e.g. by traveller).

## 6. MY PROFILE PAGE

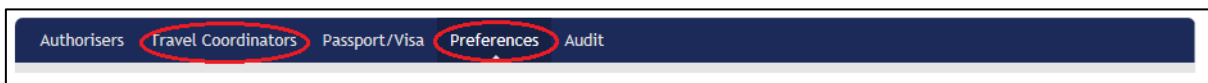
### 6.1. Overview

The profile page displays a limited number of your personal details that have been pulled through from the traveller profile database in Appian.



Two sections of note are:

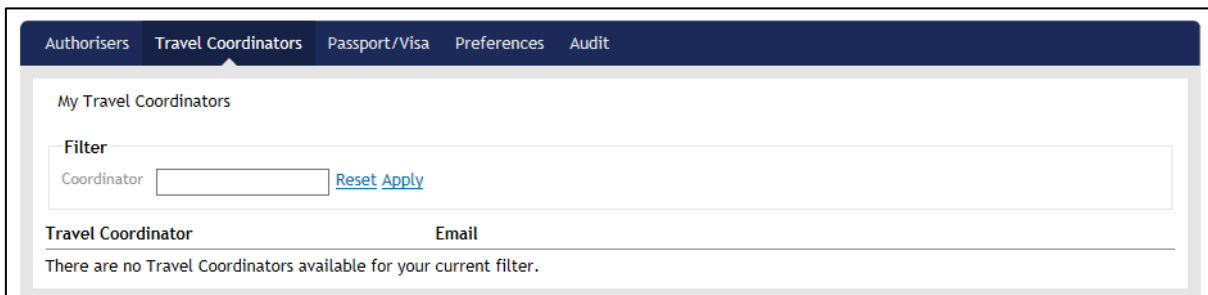
- Travel Coordinators; and
- Preferences.



### 6.2. Travel Coordinators

If you have nominated one or more Travel Coordinators to make bookings on your behalf (in accordance with section 2.3 above), they will be listed under the 'Travel Coordinators' tab. If you add or remove a Travel Coordinator (in Appian) the changes will be updated here within two business days.

If you intend to self-book, this section will be blank (as shown in the screenshot below).



### 6.3. Preferences

If you have recorded your personal loyalty membership programs in your traveller profile in Appian (for airlines, hotels and car hire suppliers), they will be listed under the 'Preferences' tab. Any changes made to these in Appian will normally be reflected in Serko within a couple of minutes.

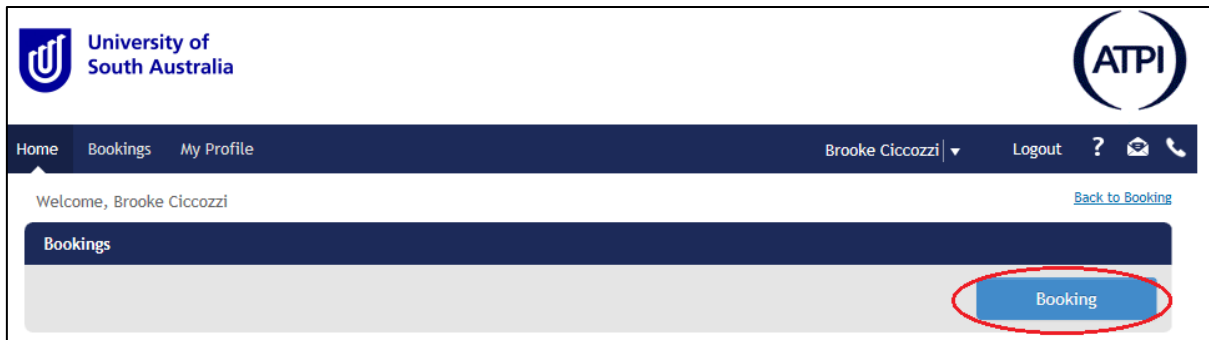
Traveller	Type	Service	Comment/Name
Ms Brooke Ciccozzi	Frequent Flyers	Qantas Frequent Flyer	6 6
Ms Brooke Ciccozzi	Frequent Flyers	Virgin Australia	2 7452

Total: 2

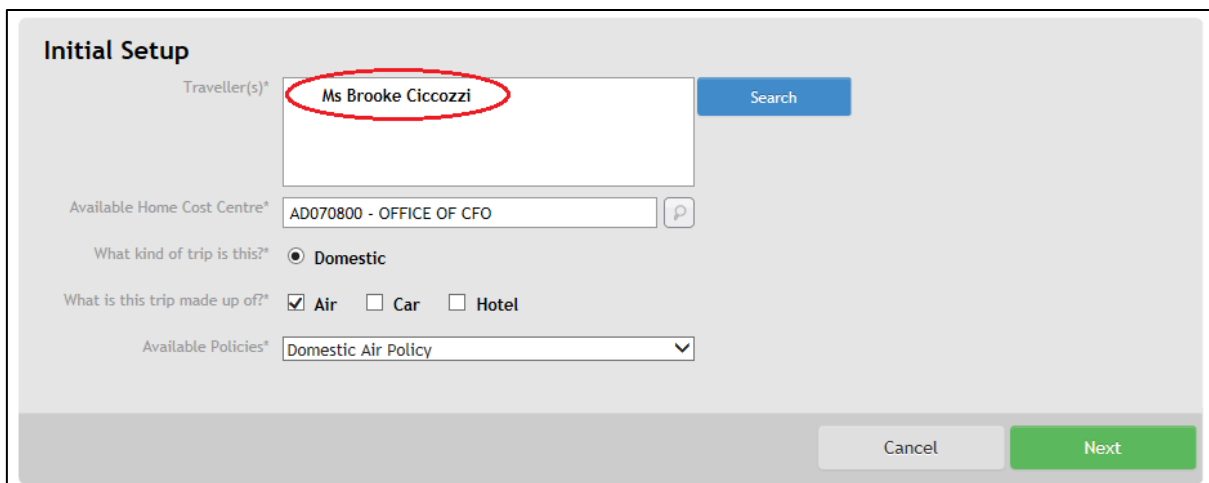
## 7. MAKE A BOOKING – INITIAL SET UP

### 7.1. Create a Booking

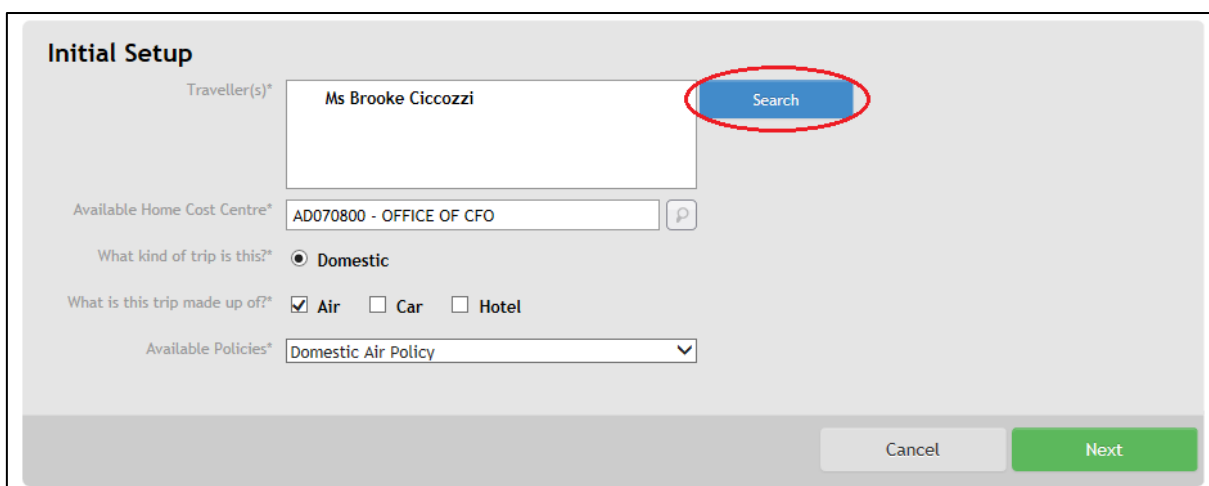
On the 'Home' or 'Bookings' tabs, click on the 'Booking' button to commence a new booking.



Your name should automatically appear in the Traveller(s) box.

A screenshot of the 'Initial Setup' form. The 'Traveller(s)\*' field contains 'Ms Brooke Ciccozzi' and is circled in red. To its right is a blue 'Search' button. Below this are fields for 'Available Home Cost Centre\*' (AD070800 - OFFICE OF CFO), 'What kind of trip is this?\*' (radio button selected for 'Domestic'), 'What is this trip made up of?\*' (checkboxes for 'Air', 'Car', 'Hotel', with 'Air' checked), and 'Available Policies\*' (Domestic Air Policy). At the bottom are 'Cancel' and 'Next' buttons.

Travel Coordinators – to select one of your traveller group, click on the blue 'Search' button.

A screenshot of the 'Initial Setup' form, identical to the previous one, but with the blue 'Search' button circled in red.

Use the radio buttons to select the traveller you want to make a booking for. Initially, you will need to use the 'All My Travellers' search to select the relevant traveller. Enter the travellers surname in the 'Search Criteria' field and click 'Search'.

If you cannot see the name of the traveller you need to book for, it is likely they have not appointed you as their Travel Coordinator within their traveller profile Appian. As you complete more bookings, you will be able to use the other two radio buttons to find your most used and most recent travellers.

**Traveller Search**  
Select the Traveller(s) and click 'OK'.  
To narrow down the results, define some search criteria using the options provided.

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

Home Cost Centre

Wildcard search

Search Type  Search Criteria

## 7.2. Default Cost Centre

The cost centre will default to the 'home' cost centre as nominated in the traveller's profile in Appian.

**Initial Setup**

Traveller(s)\*

Available Home Cost Centre\*

What kind of trip is this?\*  Domestic  International  Other

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

Available Policies\*

## 7.3. Selecting an Alternative Cost Centre

If you need to change the home cost centre for this booking:

- Click on the magnifying glass
- Type any part of the required cost centre number or description in the 'Name' section and click 'Search'
- Once found, click the radio button beside the relevant cost centre and click 'Ok'.

**Please note:** It is not possible to specify a PD fund as the default cost centre. If you wish to book travel against more than one cost centres or to nominate a PD fund, you can nominate additional or alternative cost centres at the end of the booking process, as described in section 11.7 on page 34.

### Home Cost Centre Search

Enter search criteria and click the 'Search' button.

Code

Name

Description ▲▼	Code ▲▼
<input checked="" type="radio"/> --AD000503 - DIVISION MARKETING	AD000503
<input type="radio"/> --AD031094 - EASS RESEARCH MARKETING	AD031094
<input type="radio"/> --AD031095 - EASS MARKETING ADMINISTRATION	AD031095
<input type="radio"/> --AD031140 - OCC HEALTH SAFETY - MARKETING	AD031140
<input type="radio"/> --AD031336 - DEFENCE MARKETING	AD031336
<input type="radio"/> --AD031381 - USO MARKETING	AD031381
<input type="radio"/> --AD031704 - MARKETING	AD031704
<input type="radio"/> --AD031815 - AAD MARKETING TRIP INDIA	AD031815
<input type="radio"/> --AD067519 - POSTGRADUATE PROGRAMS IN WINE MARKETING	AD067519
<input type="radio"/> --AD076315 - HLS MARKETING	AD076315

[First](#) [Prev](#) [1](#) [2](#) [3](#) [4](#) [5](#) [Next](#) [Last](#) (Page 1 of 5) Total: 50

The new cost centre will now be reflected on the Initial Setup screen.

#### 7.4. Trip Type

The University is using Serko as a domestic-only booking tool. For all Trans-Tasman and International bookings, complete and submit the [Business Travel Request form](#) to the Travel Team.

### Initial Setup

Traveller(s)\*

Available Home Cost Centre\*

What kind of trip is this?  Domestic

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

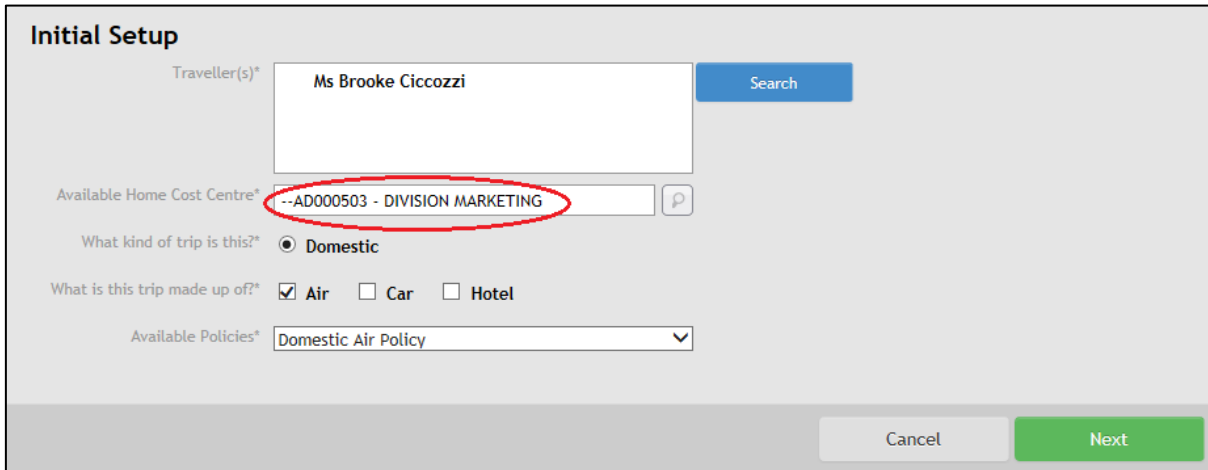
Available Policies\*  ▼



## 7.5. Selecting Travel Components

Select each of the travel components (air, car and hotel) that you require.

For example, if you are travelling on a same-day trip just select 'Air', but if you are staying for longer and require accommodation then also select 'Hotel'.



**Initial Setup**

Traveller(s)\*

Available Home Cost Centre\*

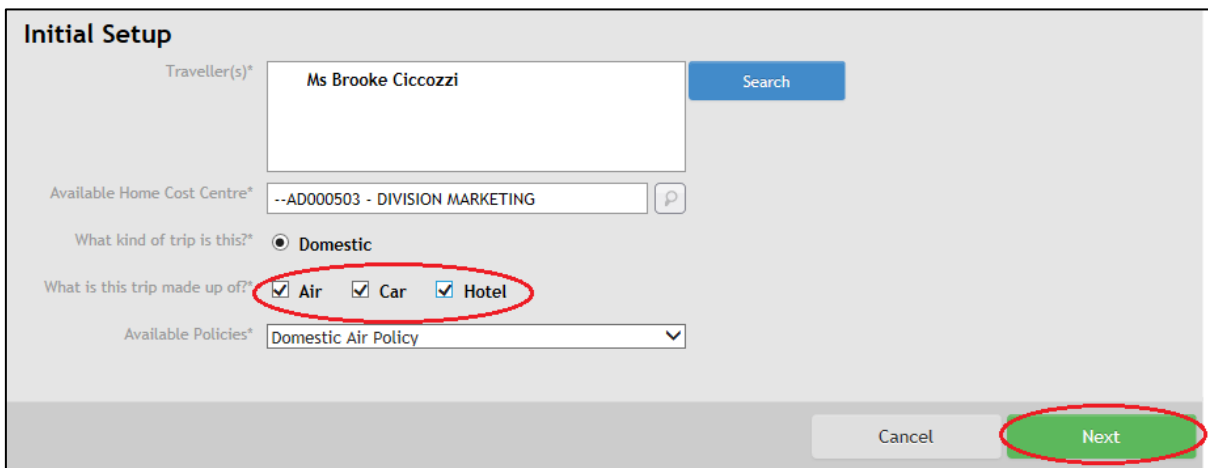
What kind of trip is this?\*  Domestic

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

Available Policies\*

Select 'Car' if you need to hire a car.

Once you have made your selections, click 'Next'.



**Initial Setup**

Traveller(s)\*

Available Home Cost Centre\*

What kind of trip is this?\*  Domestic

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

Available Policies\*

## 8. MAKE A BOOKING – AIR SELECTION

### 8.1. Entering Travel Requirements

Your flight selection can be entered on this screen. Your departure airport will default to the home airport (as selected in Appian), but this can be overwritten by clicking in that cell.

Enter your destination and proposed travel date. Departure times for outbound and inbound flights have been preselected to 7:00am and 5:00pm respectively, but can be changed by selecting your preferred times in the 'pickers'.

Flight results will return showing up to two hours either side of your specified time for capital cities and four hours either side for regional cities. For example, a flight selection to Melbourne due to depart at 8:00am will return flights departing from 6:00am to 10:00am.

**Air Selection**  
Flight Options  Display Logical Flights [Show Unused Tickets](#)

No.	From	To	Date	Time	Class
1	Adelaide (ADL)	Select a City		07:00 a.m.	(any)
<input checked="" type="checkbox"/>	Select a City	Adelaide (ADL)		05:00 p.m.	(any)
<input type="checkbox"/>	Select a City	Select a City		(any)	(any)
<input type="checkbox"/>	Select a City	Select a City		(any)	(any)
<input type="checkbox"/>	Select a City	Select a City		(any)	(any)

Buttons: Cancel, Go Back, Search Air Availability, Next

If you are travelling to an unfamiliar destination (and you don't know the time of the day airlines depart from your chosen airport), you can select 'Any' in the 'Time' field. This will show you all available departure times for that date.

**Air Selection**  
Flight Options  Display Logical Flights [Show Unused Tickets](#)

No.	From	To	Date	Time	Class
1	Adelaide (ADL)	Broome (BME)	17 Oct 2018	(any)	(any)
<input checked="" type="checkbox"/>	Broome (BME)	Adelaide (ADL)	18 Oct 2018	(any)	(any)
<input type="checkbox"/>	Select a City	Select a City		(any)	(any)
<input type="checkbox"/>	Select a City	Select a City		(any)	(any)
<input type="checkbox"/>	Select a City	Select a City		(any)	(any)

Buttons: Cancel, Go Back, Search Air Availability, Next

### 8.2. Selecting Multi-Sector Trips

Serko defaults to return journeys i.e. the second row (return journey) will be ticked. If you need to add additional segments e.g. Adelaide>Brisbane>Melbourne>Adelaide, tick the check boxes on the left-hand side of each row to add more segments. Similarly, if you are booking a one-way flight, untick the check box on line 2 to search for an outbound flight only.

### Air Selection

Flight Options  Display Logical Flights [Show Unused Tickets](#)

Route No.	From	To	Date	Time	Class
<input type="checkbox"/> 1	Adelaide (ADL)	Brisbane (BNE)	27 Apr 2018	07:00 a.m.	(any)
<input checked="" type="checkbox"/> 2	Brisbane (BNE)	Melbourne (MEL)	28 Apr 2018	05:00 p.m.	(any)
<input checked="" type="checkbox"/> 3	Melbourne (MEL)	Adelaide (ADL)	30 Apr 2018	05:00 p.m.	(any)
<input type="checkbox"/> 4	Select a City	Select a City		(any)	(any)
<input type="checkbox"/> 5	Select a City	Select a City		(any)	(any)

**Note:** Economy class is standard practice for domestic travel.

### 8.3. Flight Options

Click on 'Search Air Availability' to search all available flights across the following domestic carriers – Qantas Airways, Virgin Australia, Jetstar and Rex Airlines.

### Air Availability

Showing 'All Fares' sorted by 'Direct Flights' with 'Filter Applied' Apply Filters ▾ Sort By ▾

Estimated Selected Fare: **\$0.00**

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

---

**Adelaide to Melbourne Wed 17 Oct 2018 Available Flight(s): 6 of 6**

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

Depart	Arrive	Travel	Low Cost	Restricted Economy	Flexible Economy	
06:00 a.m. Adelaide QF670	07:50 a.m. Melbourne	1h 20m nonstop	N/A	\$135 ▾	\$287 ▾	
06:05 a.m. Adelaide VA204	07:55 a.m. Melbourne	1h 20m nonstop	\$109 ▾	\$153 ▾	\$260 ▾	
06:10 a.m. Adelaide JQ771	08:05 a.m. Melbourne	1h 25m nonstop	\$71 ▾	No Fares	N/A	
06:35 a.m. Adelaide VA206	08:25 a.m. Melbourne	1h 20m nonstop	\$109 ▾	\$153 ▾	\$260 ▾	
06:40 a.m. Adelaide QF674	08:30 a.m. Melbourne	1h 20m nonstop	N/A	\$176 ▾	\$287 ▾	
08:45 a.m. Adelaide ZL4617	06:15 p.m. Melbourne	9h 30m 1 stop	\$350 ▾	\$431 ▾	\$876 ▾	

---

**Melbourne to Adelaide Thu 18 Oct 2018 Available Flight(s): 8 of 8**

Depart	Arrive	Travel	Low Cost	Restricted Economy	Flexible Economy	
03:35 p.m. Melbourne VA231	04:30 p.m. Adelaide	1h 25m nonstop	\$109 ▾	\$153 ▾	\$260 ▾	
04:35 p.m. Melbourne VA233	05:30 p.m. Adelaide	1h 25m nonstop	\$129 ▾	\$153 ▾	\$260 ▾	
04:40 p.m. Melbourne QF693	05:30 p.m. Adelaide	1h 20m nonstop	N/A	\$176 ▾	\$287 ▾	
05:35 p.m. Melbourne VA239	06:30 p.m. Adelaide	1h 25m nonstop	No Fares	\$153 ▾	\$260 ▾	
05:40 p.m. Melbourne QF697	06:30 p.m. Adelaide	1h 20m nonstop	N/A	\$176 ▾	\$287 ▾	
09:10 p.m. Melbourne JQ776	10:00 p.m. Adelaide	1h 20m nonstop	\$92 ▾	No Fares	N/A	
03:35 p.m. Melbourne ZL3771	06:20 p.m. Adelaide	2h 45m 1 stop	\$350 ▾	\$431 ▾	\$876 ▾	
03:35 p.m. Melbourne ZL3771	07:50 p.m. Adelaide	4h 15m 1 stop	\$350 ▾	\$431 ▾	\$876 ▾	

Estimated Selected Fare: **\$0.00**

Flights will be displayed in order of departure. You can change the order (e.g. by price or airline) by selecting the desired option from the 'Sort By' menu.

**Air Availability**  
Showing 'All Fares' sorted by 'Direct Flights' with 'Filter Applied'  
Missing flights? [click here to expand your search](#)

Estimated Selected Prices

Adelaide to Melbourne Wed 17 Oct 2018 Available Flight(s): 6 of 6  
A filter has been applied. [Reset filter](#) to view all flights

Depart	Arrive	Travel	Low Cost	Restricted Economy	Flexible Economy
06:00 a.m. Adelaide	07:50 a.m. Melbourne	1h 20m <a href="#">nonstop</a>	N/A	\$135	\$287

5 Select a City Select a City (any) (any)

Cancel Go Back Search Air Availability Next

#### 8.4. Fare Types

The types of fares are displayed on the right-hand side of the screen. Travellers should always endeavour to book the 'Low Cost' or 'Restricted Economy' fare which are the most economical for the University. If the cheapest fare is not available, select the next cheapest fare and so on.



The University's Travel Guidelines state that all flights booked for University-funded travel should be the 'lowest logical fare' available meaning the cheapest route with the least number of stops. Please refer to the University's [Travel Guidelines](#) for more information.

Serko provides a series of icons to assist you with your flight selection. The icons are as follows:

Fare rules and restrictions associated with this flight.

Cheapest flight available based on your search criteria.

This flight is an instant purchase fare (applies only to Jetstar and Rex flights). As soon as you finalise your booking, these fares are ticketed immediately. An additional step is required prior to completing the booking if you have chosen an instant purchase fare (a check box) to confirm you agree to the conditions of instant purchase.

##### Complete Booking

I accept the Providers Instant Purchase [Terms and Conditions](#) and understand payment will be processed upon completion of the booking.

There is only a limited number of seats left at the displayed price. A pop-up will prompt you to confirm you wish to proceed with this selection.

#### 8.5. Baggage

All of the flights offered by Qantas, Virgin and Rex include one piece of checked baggage (placed in the hold) as part of the fare. However, Jetstar does not allow for any checked baggage as part of the base fare. You can confirm if baggage is included in the fare by clicking on the grey triangle beside the fare you wish to purchase.



Baggage icon for Qantas, Virgin and Rex.



Baggage icon for Jetstar.

Private fare – the University’s preferred flight options are referred to as sale fares or restricted fares. These are the fares that are the same as those offered on the airlines’ websites. However, the University has negotiated discounts with most airlines which are shown as private fares.



If the seat is sold prior to the completion of the booking, you will be charged the next fare type (Serko will advise you if this will happen).

### 8.6. Selecting Your Fare

Clicking on the fare you want will collapse the other results leaving your selected fare on display. If you change your mind, the search results can be shown again by clicking ‘show all’.

Adelaide to Melbourne Wed 16 May 2018 Available Flight(s): 1 of 6  
A filter has been applied. [Reset filter](#) to view all flights

Depart	Arrive	Travel	Low Cost	Restricted Economy	Flexible Economy
06:00 a.m. Adelaide	07:50 a.m. Melbourne	1h 20m nonstop	N/A	\$153	\$287

[Show All](#) flights for Adelaide to Melbourne Wed 16 May 2018 to select a different flight.

If your search criteria displays too many options, use the Apply Filters option to narrow your selection (e.g. to remove instant purchase airlines – Jetstar and Rex – or to restrict the price range).

**Air Availability** Apply Filters  Sort By

Showing 'All Fares' sorted by 'Direct Flights' with 'Filter Applied' \$287.00

Missing flights? [click here](#) to expand your search

Adelaide to Melbourne Wed 16 May 2018 Available Flight(s): 1 of 6  
A filter has been applied. [Reset filter](#) to view all flights

Depart	Arrive	Travel	Low Cost	Restricted Economy	Flexible Economy
06:00 a.m. Adelaide	07:50 a.m. Melbourne	1h 20m nonstop	N/A	\$153	\$287
06:05 a.m. Adelaide	07:55 a.m. Melbourne	1h 20m nonstop	N/A	\$119	\$260
06:10 a.m. Adelaide	08:05 a.m. Melbourne	1h 20m nonstop	N/A	\$153	\$260
06:35 a.m. Adelaide	08:25 a.m. Melbourne	1h 20m nonstop	N/A	\$153	\$260

**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 (\$71.00 - \$965.00)

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

Number of Stop Overs (min - 1)

[Deselect All](#) [Reset](#)

Cancel [Apply](#)

### 8.7. Selecting Non-Logical/Direct flights or Stopovers

When entering your flight details, a tick box has been pre-selected so that results will be returned containing logical (or direct) flights with no additional stop overs. If you are travelling to a destination where there are a limited number of flights (from your home airport) you may wish to un-tick this box to widen your search parameters.


A good example of this is flights between Adelaide and Canberra. There are a limited number of direct flights per day between the two cities as per the screenshot below. However, if you untick the check box, many more flights will be available but will include a stopover at another airport.

**Air Selection**

Flight Options  Display Logical Flights [Show Unused Tickets](#)

Route	No.	From	To	Date	Time	Class
	1	Adelaide (ADL)	Canberra (CBR)	16 May 2018	07:00 a.m.	(any)
	<input checked="" type="checkbox"/> 2	Canberra (CBR)	Adelaide (ADL)	17 May 2018	05:00 p.m.	(any)




Many destinations cannot be reached via a single flight and require a stopover (two sectors or more). For example, travellers based in Adelaide cannot fly to Broome without flying to Melbourne or Perth first. Flights that include a stopover are clearly displayed in Serko, showing the number of stops and the total travel time.

Depart	Arrive	Travel
 06:00 a.m. Adelaide	11:10 a.m. Broome	<b>6h 40m</b> <a href="#">1 stop</a>

To see the total route, place the cursor over the '1 stop' hyperlink.

Adelaide to Broome Wed 16 May 2018 Available Flight(s): 1 of 4

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





Depart	Arrive	Travel	Flight	Depart	Arrive	Travel
 06:00 a.m. Adelaide	11:10 a.m. Broome	<b>6h 40m</b> <a href="#">1 stop</a>	 Adelaide to Melbourne Qantas Airways, QF670 Aircraft: Boeing 737-800.	06:00 a.m. Adelaide	07:50 a.m. Melbourne	1h 20m
Transit time of 45 minutes						
			 Melbourne to Broome Qantas Airways, QF1050 Aircraft: Boeing 737-800.	08:35 a.m. Melbourne	11:10 a.m. Broome	4h 35m



Broome to Adelaide Thu 17 May 2018 Available Flight(s): 4

### 8.8. Jetstar/Qantas flights Appearing with a Qantas Logo and Flight Number

The University has access to codeshare flights between Qantas (QF) and Jetstar (JQ). However, a consequence is that Serko presents the icon of the carrier where the content is being derived but this may not reflect all segments of the journey. For non-direct journeys, you need to place the cursor over the 'n stop' hyperlink to clearly understand which combination of airlines make up the total trip. In the following example, even though the Qantas icon is displayed, only the first segment is with Qantas and the second segment is with Jetstar:

Canberra to Adelaide Wed 4 Jul 2018 Available Flight(s): 22 of 22

Depart	Arrive	Travel	Low Cost	Restricted Economy	Flexible Economy
 VA657 04:20 p.m. Canberra	09:30 p.m. Adelaide	<b>5h 40m</b> <a href="#">1 stop</a>			
 QF2133 04:20 p.m. Canberra	10:10 p.m. Adelaide	<b>6h 20m</b> <a href="#">1 stop</a>			
 QF1486 04:30 p.m. Canberra	08:10 p.m. Adelaide	<b>4h 10m</b> <a href="#">1 stop</a>			
 QF1486 04:30 p.m. Canberra	09:35 p.m. Adelaide	<b>5h 35m</b> <a href="#">1 stop</a>			

Flight	Depart	Arrive	Travel
 Canberra to Melbourne Qantas Airways, QF2133 Aircraft: Dhc8 Dash 8-400.	04:20 p.m. Canberra	05:35 p.m. Melbourne	1h 15m
Transit time of 3 hours and 45 minutes			
 Melbourne to Adelaide Jetstar Airways, JQ776 Aircraft: Airbus A320.	09:20 p.m. Melbourne	10:10 p.m. Adelaide	1h 20m

### 8.9. Airline Ticket Credits

Self-bookers (and Travel Coordinators) will now be responsible for the management and utilisation of airline ticket credits. Credits can be utilised during the booking process.

To determine whether you have any ticket credits, click on the link to 'Show Unused Tickets':

**Air Selection**

Flight Options  Display Logical Flights [Show Unused Tickets](#)

Route					
No.	From	To	Date	Time	Class
1	Adelaide (ADL)	Canberra (CBR)	16 May 2018	07:00 a.m.	(any)
<input checked="" type="checkbox"/> 2	Canberra (CBR)	Adelaide (ADL)	17 May 2018	05:00 p.m.	(any)

A pop-up screen will appear and list any credits available to use:

**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.				

The use of all ticket credits is subject to the individual airline's terms and conditions. For example, the value of the fare must be more than the ticket credit value. For any queries regarding the use of airline credits, please contact the Travel Team (see section 2.4 above).

**Note:** Web-based airlines' credits such as Jetstar and Regional Express cannot be utilised via Serko. You must contact the University's domestic Travel Management Company, ATPi Voyager, directly by calling 1800 335 395 or via email [au.unisa@atpi.com](mailto:au.unisa@atpi.com) to utilise these credits on your behalf.

To utilise a credit, simply perform a booking, select your flights as normal and proceed through the booking process. A screen will automatically appear if a credit is available and is able to be used based on the airline's rulings. If required, click on the radio button next to the desired credit and click OK. Then continue and finalise your booking as normal. The final booking screen will display the final tickets and will be broken down by price minus the utilised credit. The final cost of the tickets will be clearly displayed at this point and required to be accepted.

**Note:** the itinerary will display the final cost of the ticket with no reference to the utilised credit.

## 8.10. Unused Credits

If you or someone in your traveller group cannot utilise an airline credit before it expires (e.g. the person has left the University or will not travel again, etc.), please contact the Travel Team (see section 2.4 above). The Travel Team has more flexibility to use ticket credits and can organise a name change so that the value of the credit (less the administration fee) can be used by another staff member.

## 8.11. Booking Checked Baggage with Jetstar

Jetstar does not include checked baggage automatically with their fares. The base fare includes 7kg of carry-on baggage only. If you require checked baggage, it needs to be selected during the booking process.

If you choose a Jetstar sector as part of your trip, a pop-up screen will prompt you to nominate the amount of baggage you require. It is at this stage that you also nominate your fare type. Please note, the fare type is displayed directly under the price.

**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

Destination: Air

1	Melbourne	Starter No Bag
2		

Price Option

No Bag \$71.00

Starter No Bag \$93.00

Starter Baggage 15 \$95.00

**Starter Baggage 20 \$99.00**

Starter Baggage 25 \$103.00

Starter Baggage 30 \$108.00

Starter Baggage 35 \$112.00

Starter Baggage 40

Serko will only offer the cheapest fare type and travellers will need to manually select the fare type they want. A summary of the Jetstar fare types is below:

	<b>Economy Starter</b> A basic fare	<b>Flexi</b> A refundable and flexible fare	<b>Plus</b> Enjoy the extras and save a bundle	<b>Max</b> A flexible fare with the lot
	Included	\$40.00 per passenger Add bundle	\$35.00 per passenger Add bundle	\$85.00 per passenger Add bundle
Carry on baggage	7kg	10kg	7kg	7kg
Checked baggage	×	×	20kg	30kg
Seat Selection	×	✓ Upfront or Standard	✓ Standard	✓ Upfront and extra legroom where available
Food and drink	×	×	✓ Meal or In-flight Meal Deal	✓ Meal or In-flight Meal Deal
Frequent flyer points <small>This feature is only available in a bundle</small>	×	×	✓ Earn loyalty points or a Jetstar Flight Rewards Voucher	✓ Earn loyalty points or a Jetstar Flight Rewards Voucher
Flexible Fare	×	✓ Same Day	×	✓
No change fee <small>This feature is only available in a bundle</small>	×	✓ Fare Difference may apply	✓ Fare Difference may apply	✓ Fare Difference may apply
Refundable <small>This feature is only available in a bundle</small>	×	✓ Credit Voucher	×	✓ Credit Voucher



## 8.12. Fare Rules

Once flights have been selected, Serko will display the fare rules associated with each airline. If you are flying Adelaide/Melbourne/Adelaide all on Qantas flights, only the Qantas fare rules will be displayed. If you are flying with multiple airlines, click on the down arrow to read the fare rules of each airline.

**Fare Rules**

Select Flight  
Adelaide/Melbourne - 16 May 2018

Jetstar Starter Product Inclusions

Carry On Baggage

Included: One Main Item Of Carry On Baggage And One Other Small Item, With A Total Combined Weight Of Up To 7Kg.

Checked Baggage

Not Included, But Can Be Purchased For A Fee

Starter Fare Rules

Refunds On Fare And Jetstar Add Ons

Decline Accept

Fare rules must be accepted to proceed with the booking.

## 8.13. Broken Policy

If you have not selected the lowest logical fare, you will be prompted to select a reason from a drop-down list (this is a mandatory field). Select the reason that best reflects your out-of-policy flight selection.

**You have broken policy because**

- Best fare has not been selected

Please select a reason from the list or enter specific details in the field provided.

Select Reason\*





< Please Select a Reason >

- Business/premium class approved
- Flexibility Required
- Flying with UniSA companions
- Out of Policy with Approval
- Preferred airline selected
- Preferred flight time selected
- Rejected due to Preferred Airline
- Rejected due to Preferred Routing
- Rejected due to Preferred Time
- Unused e-Ticket Credit Used

Cancel Ok

## 8.14. Lost Savings

Once you have selected your reason code (as a result of not choosing the lowest logical fare), Serko will display any lost savings. For example, if a flight departing 15 minutes earlier was \$100 cheaper this will be recorded against the booking as a lost saving.

 Virgin Australia Flight: VA211	Departs: Melbourne 07:05 a.m. Arrives: Adelaide 08:00 a.m.	Flying Time: 1h 25m Baggage: 	Price: \$175.95 Class: Economy V (VZEV0) Best Fare: \$145.13 on Qantas Airways (QF671 @ 08:40) Lost Savings: <b>\$30.82</b>	  More Actions ▾
---	---	---	---	---

Lost savings are summarised on the draft itinerary screen (prior to completing the booking).

All lost savings will be communicated to organisational units through the University's scheduled travel reports.

## 8.15. Advanced Booking Behaviour

It is recommended to book travel as soon as your trip is confirmed (and approved by your VCA approver).

Domestic travel should be booked a minimum of seven days in advance (when possible) to maximise availability and therefore reduce airfare costs.

For each booking, Serko provides reports on the number of days an airfare is purchased prior to departure, which will be communicated to organisational units through the University's scheduled travel reports.

## 9. MAKE A BOOKING – CAR SELECTION

### 9.1. Overview

If you ticked the check box for car hire on the Initial Setup screen, the pick-up and drop-off details will be pre-populated based on your flight selection. Click in the boxes to change the pick-up and drop-off details, if required.

By clicking 'Search Car Availability', Serko will check the content available from Avis, Hertz, Budget, Thrifty and Europcar.

**Note:** the University has access to preferred government rates with Avis, Hertz and Budget. As a result, rates with Europcar and Thrifty may be more expensive.

### 9.2. Default Location and Selecting Alternative Pick-Up/Drop-Off

Car hire pick-up and drop-off locations default to the arrival airport. If you want to pick up/drop off the car at another location, this needs to be changed manually.

1. Click on 'Advanced Options'
2. To change your 'Pick-up' or 'Drop-off' depot (from the airport default location), nominate the car hire company you wish to use
3. Amend the pick-up/drop-off fields as required

Each car hire company has different depot locations so the company needs to be selected manually.

### Car Selection

Pick-up City\*

Pick-up\*   Drop-off\*

**Advanced Options**



Drop-off City\*

**Car Company**



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

**Drop-off Depot**  [Show Locations On Map](#)

Serko provides a series of icons to assist you with your car selection. The icons are as follows:

-  Rental rules and restrictions associated with this car.
-  Cheapest car available based on your search criteria.

**AVIS** Avis Available Car(s): 6  
 Pick-up: Melbourne on 17 May 2018 at 10:00 a.m.  
 Drop-off: Melbourne on 18 May 2018 at 10:00 a.m.

Rate	Information	Vehicle	Options
<input type="radio"/> \$34.25 Daily AUD	Description: Sa Govt 1-13 Km Charge: Unlimited Mileage Estimated Amount: \$49.52 / day	Class: Economy Category: 2 or 4-door Model: Holden Barina Spark Or Similar	Transmission: Manual Air Conditioning: Yes  

### 9.3. Extras and Special Requests

Once you have made your selection, you will be prompted to specify if you also want to hire a satellite navigation system. If yes, tick the check box. If no, click 'Ok' to proceed.

You will also be reminded that you will be required to provide a form of payment at the point of vehicle collection. If you have any special requests, enter them in the 'Comment' box.

#### 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:

Comment:

Please note additional charges may apply

## 10. MAKE A BOOKING – HOTEL SELECTION

### 10.1. Hotel Selection

If you ticked the check box for hotel accommodation on the Initial Setup screen, the check-in and check-out details will be pre-populated based on your flight selection. Click in the boxes to change the check-in and check-out dates and times, if required.

### 10.2. Initial Search

Serko offers multiple options when searching for accommodation. The radio buttons allow you to search by:

- Location** Hotels within the radius of the distance specified from the CBD or airport
- Address** Hotels within the radius of the distance specified from the specified street address
- Name** A specific hotel from the drop-down list e.g. Intercontinental Adelaide
- All** All properties that have availability for the requested travel dates

The screenshot shows the 'Hotel Selection' search interface. It includes fields for 'When?' with 'Check-in\*' set to 17 May 2018 at 02:00 p.m. and 'Check-out\*' set to 18 May 2018 at 10:00 a.m. The 'Where?' section has 'Closest city\*' set to Adelaide (ADL). Below this, the 'Search by\*' section has radio buttons for 'Location', 'Address', 'Name', and 'All', with 'All' selected and circled in red.

Hotels will be listed in price order from cheapest to most expensive. You can filter the results (e.g. by hotel chain or rating) by clicking on 'Apply Filters' or change the order (e.g. by distance or rating) by selecting the desired option from the 'Sort By' menu.

The screenshot shows the 'Hotel Availability' search results page. It displays a list of hotels, including 'Mawson Lakes' and 'Mantra On Fro'. A filter panel on the right side is open, showing various filters such as 'Chain', 'Provider', 'Star Rating', 'Rate Range', and 'Distance'. The 'Apply Filters' button is circled in red.

Serko will notify you if there is no availability at certain hotels.

### Hotel Availability

Showing 'All' sorted by 'Preferred By Price' Apply Filters ▾ Sort By ▾

Show Map Total Selected Rate: \$0.00

**3 hotels have returned no availability** ▾

**Note:** Hotel content displayed from the Global Distribution System will specify their proximity to the local airport and not a city centre when booking in conjunction with a flight. Therefore, when searching for accommodation based on 'All' within a city, accommodation will be displayed based on that city's local airport e.g. if you search for hotels at Mount Gambier, the Eco Lodge Portland (nearly 100km from Mount Gambier) will appear.

### 10.3. Map Functionality

Click on 'Show Map' to display and adjust the search results using a map. You can enter an address, move and zoom the map, alter the radius of properties that you want to see, etc. The key above the map also offers a visual representation of the University's preferred and non-preferred hotels.

### Hotel Availability

Showing 'All' sorted by 'Preferred By Price' Apply Filters ▾ Sort By ▾

Hide Map Total Selected Rate: \$0.00

Key: City Centre Office Airport Car Hotel Breaks Policy No Rates Address

Map Links  
[City Centre](#)  
[Airport](#)  
[Hotel: Mawson Lakes Hotel & Function Centre](#)  
[Hotel: Mantra On Frome](#)  
[Hotel: Ibis Adelaide](#)  
[Hotel: Quest Mawson Lakes](#)  
[Hotel: Istay Precinct](#)  
[Hotel: Majestic Roof Garden Hotel](#)  
[Hotel: Holiday Inn Express City Centre](#)

Plot Address ?  
Enter Address:  SEARCH  
[Remove Plotted Address](#) [Show On Map](#)

Show Radius ?  
Size of radius from marker:  ▾

City Centre  Airport  Office(s)  Plotted Address

## 10.4. More Info & Room Rates

Further information about each hotel can be found by clicking on the 'More Info & Room Rates' bar below the photograph.

There are three tabs:






**Room Rates** You can choose between the available room types. If inclusions apply to a room you have selected, they will also be listed in this section:



**Hotel Facilities** A list of hotel facilities is provided (e.g. parking, pool, gym, business lounge, etc.)

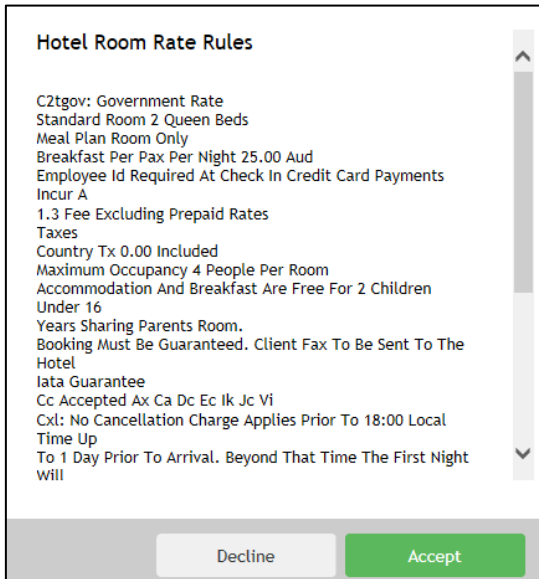
**Hotel Details** A list of details specific to the property are listed including address, cancellation policy, directions from the local airport, etc.

Serko provides a series of icons to assist you with your hotel selection:

-  Distance from the specified search location to the hotel.
-  **Corporate preferred** University's preferred hotel listing. Preferential rates have been negotiated with these hotels and some properties also include breakfast, Wi-Fi etc.
-  **Corporate rate** Negotiated by the Travel Management Company for the University to use. These rates are often advantageous if you are travelling to a location where the University does not have a preferred rate.
-  **Out of policy**  The University does not have access to a preferred rate. The property should only be booked if no other suitable content is available.

### 10.5. Hotel Room Rates

Click 'Select' to choose the required hotel and room then click 'Next' at the bottom of the screen. A pop-up window will display the terms and conditions for the room you have chosen. Click 'Accept' to proceed.



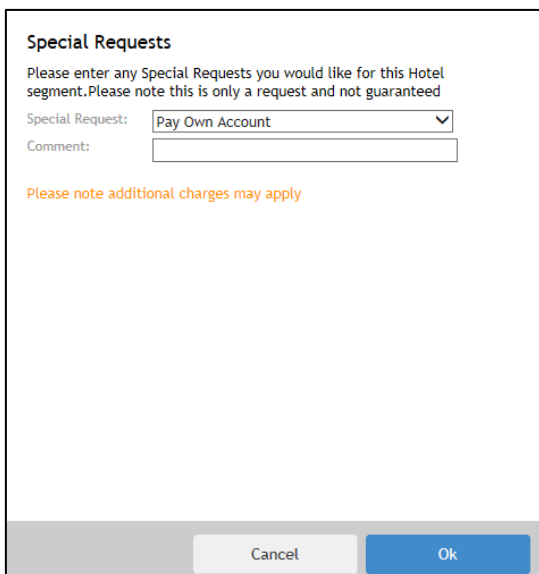
The screenshot shows a pop-up window titled "Hotel Room Rate Rules". The text inside lists various terms and conditions, including: "C2tgov: Government Rate", "Standard Room 2 Queen Beds", "Meal Plan Room Only", "Breakfast Per Pax Per Night 25.00 Aud", "Employee Id Required At Check In Credit Card Payments Incur A", "1.3 Fee Excluding Prepaid Rates", "Taxes", "Country Tx 0.00 Included", "Maximum Occupancy 4 People Per Room", "Accommodation And Breakfast Are Free For 2 Children Under 16", "Years Sharing Parents Room.", "Booking Must Be Guaranteed. Client Fax To Be Sent To The Hotel", "Iata Guarantee", "Cc Accepted Ax Ca Dc Ec Ik Jc Vi", "Cxl: No Cancellation Charge Applies Prior To 18:00 Local Time Up To 1 Day Prior To Arrival. Beyond That Time The First Night Will". At the bottom of the window, there are two buttons: "Decline" (grey) and "Accept" (green).

### 10.6. Special Requests

A 'Special Requests' pop up window will appear advising 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. Anything entered here will be sent electronically to the hotel and may be subject to availability or additional charges. Examples of requests that can be made to the hotel are:

- Disability room required
- Same floor as my UniSA colleague Fred Smith
- Late check in required



The screenshot shows a pop-up window titled "Special Requests". The text inside says: "Please enter any Special Requests you would like for this Hotel segment. Please note this is only a request and not guaranteed". Below this, there is a "Special Request:" label followed by a dropdown menu with "Pay Own Account" selected. There is also a "Comment:" label followed by a text input field. Below the input fields, there is a note in orange text: "Please note additional charges may apply". At the bottom of the window, there are two buttons: "Cancel" (grey) and "Ok" (blue).

**Note:** Any lost savings will be displayed on the draft itinerary page prior to completing your booking and will be captured within Serko as reportable data.



<b>Thu 17 May 2018</b>			
<b>Mercure Grosvenor H</b> 125 NORTH TERRACE ADELAIDE SA 5000 AU Phone: 61 8-84078888 Fax: 61 8-84078866 Provider: Online	<b>City: Adelaide</b> Check-in: 02:00 p.m. Check-out: <b>Fri 18 May 2018</b> 10:00 a.m.	Rate Type: C2TGOV Description: Government Rate, Employee Id Required At Check In, Standard Room 2 Queen Beds	Price: <b>\$169.15</b> (1 Room(s) × 1 × \$169.15 / night) Best Rate: \$95.40 at Adelaide <b>Granada</b> Lost Savings: <b>\$73.75</b>

## 11. COMPLETING YOUR BOOKING

Once the travel content has been selected, some final administrative steps and checks must be completed prior to finalising the booking.

### 11.1. Draft Itinerary

Serko displays your draft itinerary, including all flight, accommodation and car hire requirements. If you notice an error or want to make a change (prior to completing your booking), click on 'More Actions' on the right-hand side for several options.

For example, if you click 'Hotel' you will be returned to the Hotel module and Serko will allow you to re-search for accommodation.

If you need to add a hotel or car PRIOR to travel (for example, one night's accommodation at an airport hotel the night before an early morning flight), click on 'More Actions' but in the blue header bar. This will allow you to add content prior to the flights you have selected. The same process works if you are hiring a car and driving to an airport (prior to a flight).

The 'Itinerary' screen will also highlight whether the content choices that have been made (flights, accommodation, etc.) are in accordance with the Travel Guidelines – for example, if the lowest logical fare has been selected.



**Itinerary** Additional Details Preferences More Actions ▾

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

**Mon 28 May 2018**

**Virgin Australia**  
Flight: VA206

Departs: Adelaide 06:35 a.m.  
Arrives: Melbourne 08:25 a.m.

FlyingTime: 1h 20m  
Baggage:

Price: \$129.94  
Class: Economy T (TZGW0)  
Best Fare Selected

**More Actions ▾**

**Fraser Place Melbou**  
19 Exploration Lane  
Melbourne VIC 03000 AU  
Phone: 61-3-96696888  
Fax: 61-3-96696889  
Provider: Online

City: Melbourne  
Check-in: 02:00 p.m.  
Check-out: Tue 29 May 2018 10:00 a.m.

Rate Type: C1QUNIS  
Description: University Of South Australia, Studio King Bed, Free Wifi, Non Smoking., Kitchenette

Price: \$124.00  
(1 Room(s) × 1 × \$124.00 / night)  
Best Rate: \$110.00 at Brady Hotel Central  
Lost Savings: \$14.00

**More Actions ▾**

**Tue 29 May 2018**

**Qantas Airways**  
Flight: QF697

Departs: Melbourne 05:40 p.m.  
Arrives: Adelaide 06:30 p.m.

FlyingTime: 1h 20m  
Baggage:

Price: \$176.61  
Class: Economy N (NPTUNI34)  
Best Fare: \$119.00 on Virgin Australia (VA233 @ 16:35)  
Lost Savings: \$57.61

**More Actions ▾**

Cancel Finish

Serko provides visual confirmation that baggage is or is not included for each flight. If this is not correct, click on 'More Actions' to return to the flight module to make any changes to baggage.

**Itinerary** Additional Details Preferences More Actions ▾

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

**Mon 28 May 2018**

**Virgin Australia**  
Flight: VA206

Departs: Adelaide 06:35 a.m.  
Arrives: Melbourne 08:25 a.m.

FlyingTime: 1h 20m  
Baggage:

Price: \$129.94  
Class: Economy T (TZGW0)  
Best Fare Selected

**More Actions ▾**

**Fraser Place Melbou**  
19 Exploration Lane  
Melbourne VIC 03000 AU  
Phone: 61-3-96696888  
Fax: 61-3-96696889  
Provider: Online

City: Melbourne  
Check-in: 02:00 p.m.  
Check-out: Tue 29 May 2018 10:00 a.m.

Rate Type: C1QUNIS  
Description: University Of South Australia, Studio King Bed, Free Wifi, Non Smoking., Kitchenette

Price: \$124.00  
(1 Room(s) × 1 × \$124.00 / night)  
Best Rate: \$110.00 at Brady Hotel Central  
Lost Savings: \$14.00

**More Actions ▾**

**Tue 29 May 2018**

**Qantas Airways**  
Flight: QF697

Departs: Melbourne 05:40 p.m.  
Arrives: Adelaide 06:30 p.m.

FlyingTime: 1h 20m  
Baggage:

Price: \$176.61  
Class: Economy N (NPTUNI34)  
Best Fare: \$119.00 on Virgin Australia (VA233 @ 16:35)  
Lost Savings: \$57.61

**More Actions ▾**

Cancel Finish

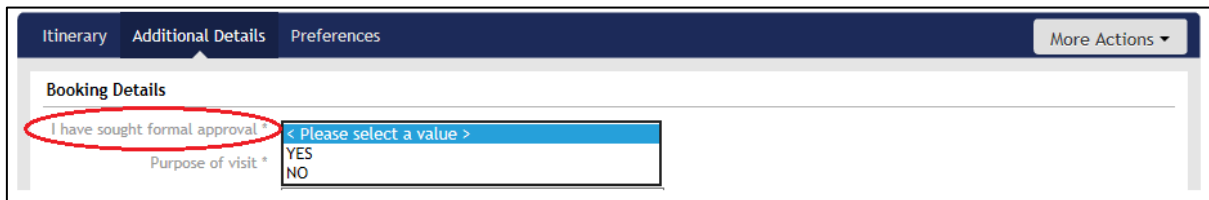
## 11.2. Additional Information

Prior to the completion of each booking, the information on the 'Additional Details' tab must be completed. **Continued use of Serko is contingent on this information being accurate and complete.** Each section will be described in detail. Mandatory fields are highlighted with an asterisk (\*).

**Itinerary** **Additional Details** Preferences More Actions ▾

### 11.3. Travel Approval

Serko does not include an approval workflow. As Serko is a live booking tool, travellers are required to obtain documented approval for the intended trip from the relevant VCA holder PRIOR to completing a booking in Serko. **Travellers cannot approve their own travel.**

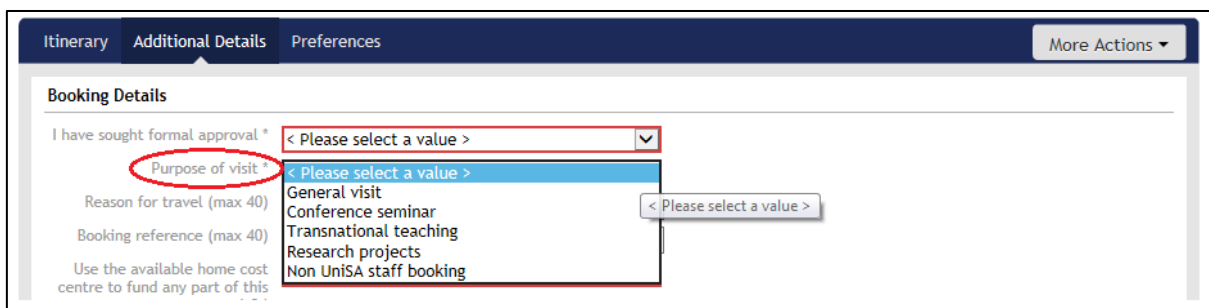


The screenshot shows the 'Booking Details' section of the Serko interface. A dropdown menu is open for the field 'I have sought formal approval \*', with the text '< Please select a value >' visible. The dropdown options are 'YES' and 'NO'. The field label 'I have sought formal approval \*' is circled in red.

**The University reserves the right to recoup the cost of unapproved travel from the traveller, and to rescind access to Serko if this requirement is not adhered to.**

### 11.4. Purpose of Visit

Select from the drop-down menu the description which best describes the purpose of your trip.



The screenshot shows the 'Booking Details' section of the Serko interface. A dropdown menu is open for the field 'Purpose of visit \*', with the text '< Please select a value >' visible. The dropdown options are 'General visit', 'Conference seminar', 'Transnational teaching', 'Research projects', and 'Non UniSA staff booking'. The field label 'Purpose of visit \*' is circled in red.

### 11.5. Reason for Travel

If relevant, enter the reason for travel. This may include the name of the customer/supplier you are visiting, the name of the conference, etc.

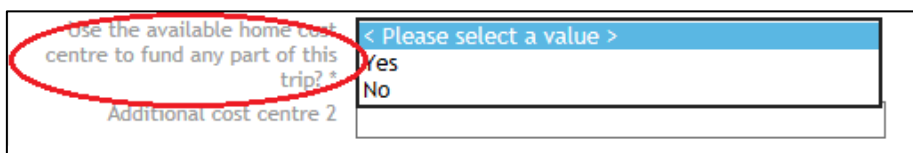
### 11.6. Booking Reference

If your booking is made by the Travel Team on your behalf, your BTR number will be included here. If your area has a sequential numbering system for bookings, include your reference here.

### 11.7. Use the Available Home Cost Centre to Fund any Part of this Trip

If any of your travel costs are to be charged to your default 'home' cost centre – as listed on the 'Initial Setup' screen – select 'Yes' from the drop-down menu.

If none of your travel costs are to be charged to your home cost centre, select 'No'.



The screenshot shows a dropdown menu for the field 'Use the available home cost centre to fund any part of this trip? \*'. The dropdown options are 'Yes' and 'No'. The field label 'Use the available home cost centre to fund any part of this trip? \*' is circled in red.

If you want to split the trip costs across multiple cost centres (to a maximum of three) or nominate an alternative cost centre 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') you want to apportion to each cost centre. To assist, a breakdown of the trip costs can be found in the upper right-hand corner by clicking on 'Show Details'.

Air Total	\$306.55	Hide Details
Car Total	\$0.00	
Hotel Total	\$124.00	
Trip Total ?	\$430.55	

Example 1: Charge all travel costs to the home cost centre:

**Booking Details**

I have sought formal approval \*

Purpose of visit \*

Reason for travel (max 40)

Booking reference (max 40)

Use the available home cost centre to fund any part of this trip? \*

Additional cost centre 2

Additional cost centre 2 dollar value

Additional cost centre 3

Additional cost centre 3 dollar value

Example 2: Apportion travel costs across two cost centres (including the home cost centre):

**Booking Details**

I have sought formal approval \*

Purpose of visit \*

Reason for travel (max 40)

Booking reference (max 40)

Use the available home cost centre to fund any part of this trip? \*

Additional cost centre 2

Additional cost centre 2 dollar value

Additional cost centre 3

Additional cost centre 3 dollar value

Example 3: Apportion travel costs across two cost centres (excluding the home cost centre):

Booking Details	
I have sought formal approval *	YES ▼
Purpose of visit *	General visit ▼
Reason for travel (max 40)	Test
Booking reference (max 40)	Test
Use the available home cost centre to fund any part of this trip? *	No ▼
Additional cost centre 2	AD071045
Additional cost centre 2 dollar value	215.28
Additional cost centre 3	AD070650
Additional cost centre 3 dollar value	215.27

Example 4: Charge all travel costs to a PD fund:

Booking Details	
I have sought formal approval *	YES ▼
Purpose of visit *	General visit ▼
Reason for travel (max 40)	Test
Booking reference (max 40)	Test
Use the available home cost centre to fund any part of this trip? *	No ▼
Additional cost centre 2	PD1255130946
Additional cost centre 2 dollar value	430.55
Additional cost centre 3	
Additional cost centre 3 dollar value	

Travel costs can only be split between a maximum of two PD funds as it is not possible to specify a third PD fund as the home cost centre.

Please contact your School/Unit finance representative if you need to take funding from more than three cost centres.

### 11.8. Notes (for the Travel Management Company)

The final field on the Additional Details tab allows you to send a message to the University's Travel Management Company, ATPi Voyager. By typing something into this field, your booking will be workflowed to an ATPi Travel Consultant for review prior to completion. Situations when you may want to use this field include (but are not limited to):

- If a disability room is required
- You need to stay in a particular hotel which was not showing as available in Serko

**Note:** If this field is populated in any way, the University will incur a higher ‘consultant-assisted’ transaction fee. If you do not have any special requests, please leave this field blank.

Notes

Travel Agency

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

### 11.9. Finalising Your Booking

Once all the mandatory fields have been completed, Serko will allow you to finalise your booking.

The final tab on this page is the ‘Preferences’ tab where you will be able to view any travel memberships you may have. If all of your sectors are Qantas (but you are also a Virgin Australia Velocity member), only your Qantas Frequent Flyer membership will be selected. The same will also apply to any car hire and hotel program memberships.

Itinerary Additional Details Preferences More Actions ▾

Preferences

Use Traveller	Type	Service	Comment/Name
<input checked="" type="checkbox"/> Ms Joanne Amey	Hotel Membership	All Brands For Hilton	0123456789

Total: 1

Add Preference

Preferences can be added manually at the time of booking by clicking on the ‘Add Preference’ button. However, it is recommended that you update your traveller profile in Appian so the preference will be automatically pulled through for all future bookings.

**Please review the full itinerary prior to finalising the booking. To complete the booking, click the green ‘Finish’ button.**

All bookings made via Serko will 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).

## 12. NEXT STEPS

### 12.1. Line Manager's Notification and Final Itinerary

Once you have finalised your booking, summary notification will be e-mailed to the traveller's line-manager (as specified in their traveller profile in Appian) outlining the itinerary and any lost savings.

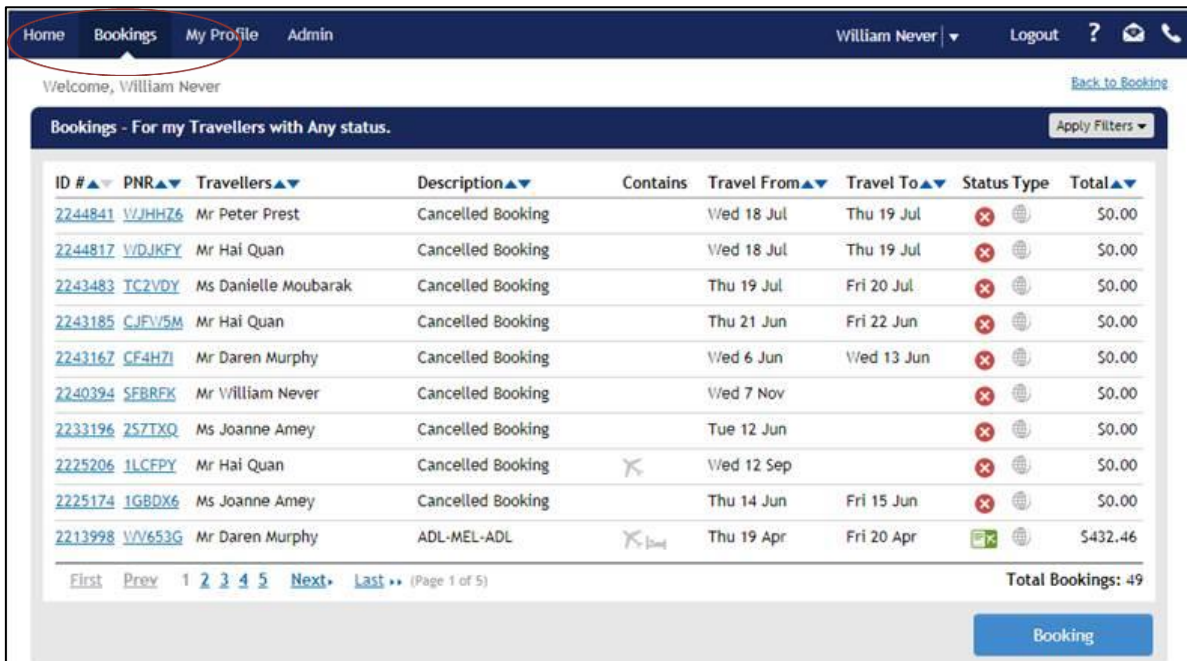
The travel booker (Traveller or Travel Coordinator) will receive the final itinerary once ticketed. If a mistake is noticed, the Travel Management Company may be able to void a ticket that was not instantly purchased i.e. Qantas or Virgin flights. Please immediately contact the Travel Management Company, ATPi Voyager, directly by calling 1800 335 395, if a mistake is identified.

### 12.2. Amendments

It is possible to amend a finalised booking, subject to the conditions of the fare type purchased.

**Note:** this may result in a transaction fee to the traveller's nominated cost centre(s).

To amend a booking, click on the 'Bookings' tab and open the booking by clicking on either of the hyperlinks (in columns ID# or PNR):



Home Bookings My Profile Admin William Never Logout ?

Welcome, William Never [Back to Booking](#)

Bookings - For my Travellers with Any status. [Apply Filters](#)

ID #	PNR	Travellers	Description	Contains	Travel From	Travel To	Status Type	Total
<a href="#">2244841</a>	<a href="#">WJHHZ6</a>	Mr Peter Prest	Cancelled Booking		Wed 18 Jul	Thu 19 Jul		\$0.00
<a href="#">2244817</a>	<a href="#">VDJKFY</a>	Mr Hai Quan	Cancelled Booking		Wed 18 Jul	Thu 19 Jul		\$0.00
<a href="#">2243483</a>	<a href="#">TC2VDY</a>	Ms Danielle Moubarak	Cancelled Booking		Thu 19 Jul	Fri 20 Jul		\$0.00
<a href="#">2243185</a>	<a href="#">CJFV5M</a>	Mr Hai Quan	Cancelled Booking		Thu 21 Jun	Fri 22 Jun		\$0.00
<a href="#">2243167</a>	<a href="#">CF4H7I</a>	Mr Daren Murphy	Cancelled Booking		Wed 6 Jun	Wed 13 Jun		\$0.00
<a href="#">2240394</a>	<a href="#">SFBRFK</a>	Mr William Never	Cancelled Booking		Wed 7 Nov			\$0.00
<a href="#">2233196</a>	<a href="#">ZS7TXQ</a>	Ms Joanne Amey	Cancelled Booking		Tue 12 Jun			\$0.00
<a href="#">2225206</a>	<a href="#">1LCEPY</a>	Mr Hai Quan	Cancelled Booking		Wed 12 Sep			\$0.00
<a href="#">2225174</a>	<a href="#">1GBDX6</a>	Ms Joanne Amey	Cancelled Booking		Thu 14 Jun	Fri 15 Jun		\$0.00
<a href="#">2213998</a>	<a href="#">VV653G</a>	Mr Daren Murphy	ADL-MEL-ADL		Thu 19 Apr	Fri 20 Apr		\$432.46

First Prev 1 2 3 4 5 Next Last (Page 1 of 5) Total Bookings: 49

Booking

A message below the reference number will state if amendments are not permitted:

The screenshot shows a travel booking system interface. At the top, there are navigation tabs: Home, Bookings, My Profile, and Admin. The user's name, William Never, is displayed in the top right corner. Below the navigation, there is a message: "Online Reference: 2213998, Galileo Reference: WV653G" and "Status Ticketed - Flight Changes Not Permitted Online". This message is circled in red. To the right of the message are buttons for "Print", "Email", and "More Actions". Below the message is a "Booking Details" section with fields for Traveller(s), Date, Policy, Kind of trip, Contains, Home Cost Centre, and Last Ticketing Date. To the right of the booking details is a summary table showing Air Total, Car Total, Hotel Total, and Trip Total. Below the booking details is an "Itinerary" section with tabs for Itinerary, Additional Details, Preferences, and Audit. A warning message is displayed: "You have 1 itinerary entry where the Company's preferred option was not selected". The itinerary shows three entries: a Jetstar Airways flight from Adelaide to Melbourne on Thu 19 Apr 2018, a hotel stay at The Swanston Hotel Melbourne on Fri 20 Apr 2018, and a Virgin Australia flight from Melbourne to Adelaide on Fri 20 Apr 2018. Each entry has a "More Actions" button.

For example, to amend a flight, click on 'More Actions' beside the required flight and then 'This flight' and follow the instructions :

The screenshot shows a "More Actions" dropdown menu. The menu is open and displays several options under different categories: "Add:" with options for "Best in policy Car", "Car", "Best in policy Hotel", and "Hotel"; "Change:" with the option "This flight"; and "Request:" with the option "Seating".

You can also select seating, amend your hotel or amend your car hire options in the same transaction by following the above instructions.

**Note:** The transaction fee for each booking will normally be charged to a corporate travel cost centre and not passed on to the traveller. However any subsequent fees relating to amendments, cancellations or the use of credits will be borne by the traveller's nominated cost centre(s).

### 12.3. Cloning/Copying a Previous Booking

It is possible to clone/copy an existing booking to create a new booking.

Click on the 'Bookings' tab and open the previous booking by clicking on either of the hyperlinks (in columns ID# or PNR). Click on 'More Actions' and select 'Clone':

The screenshot shows a travel booking system interface. At the top, there are navigation tabs: Home, Bookings, My Profile, and Admin. The user is logged in as William Never. The main content area displays booking details for a ticketed flight. A red circle highlights the 'More Actions' dropdown menu, which contains the following options: Clone, Add To Calendar, Create New Booking, and Share Booking. The booking details include:

- Online Reference: 2213998, Galileo Reference: WV653G
- Status: Ticketed - Flight Changes Not Permitted Online
- Booking Details:
  - Traveller(s): Mr Daren Murphy
  - Date: 19 Apr 2018 to 20 Apr 2018
  - Policy: Domestic Air Policy
  - Kind of trip: Domestic
  - Contains: [Icon]
  - Home Cost Centre: AD070800 - OFFICE OF CFO
  - Last Ticketing Date: 21 Apr 2018
- Trip Summary:
  - Air Total
  - Car Total
  - Hotel Total: \$170.10
  - Trip Total: \$432.46

The itinerary section shows a warning: "You have 1 itinerary entry where the Company's preferred option was not selected". The itinerary includes:

- Thu 19 Apr 2018**
  - Jetstar Airways Flight: JQ775, Airline Ref: YIQBXT. Departs Adelaide 08:15 a.m., Arrives Melbourne 10:10 a.m. Price: \$81.82, Class: Economy Class E (ELECOE1), Status: Confirmed, Best Fare Selected.
  - The Swanston Hotel Melbourne, Grand Mercure, 195 Swanston Street. 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 / night), Status: 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: [Icon]. Price: \$180.54, Class: Economy Saver (Seat + Bag - Restricted) V (VZEVOD/C), Status: Confirmed, Best Fare Selected.

Serko will then pre-populate the same booking information within a new travel booking process, which can be amended as required before finalising the new booking.

### 12.4. Sharing an Itinerary

If you wish to share your itinerary with another traveller, click on 'Share Booking'. The following screen will appear:

The 'Share Booking' form is used to share a booking with another traveller. It includes the following fields and buttons:

- Search for a Traveller to share your booking with by either their Name or Email address.
- Traveller Name:
- Traveller Email Address:
- Search button
- Cancel button
- Send Email button



Your itinerary can be shared within anyone that has a traveller profile in Appian. Fill in the requested details and click the search button to identify another traveller. Click on the radio button of the required person and click 'Send Email' to share with the selected person.