

- Click the URL link provided by your TMC
- Enter your User ID and Password
- Click Login

Land Only Bookings

The same method should be followed for creating Land Only bookings

Adding a Rental Car during the initial booking process

Note: To automatically book the cheapest car in policy select 'Best In Policy Car', else follow the steps below.

- From the Summary screen, click 'More Actions'
- Select Add: Car
- Select Pick Up City, Date and Time
- Select Drop Off Date
- If required, use Advanced Options to enter further criteria
- Click 'Search for Car Availability'
- Select Car Type – Click Next
- Enter a Special Request if required – Click OK

Adding a Hotel during the initial booking process

Note: To automatically book the cheapest hotel in policy select 'Best In Policy Hotel', else follow the steps below.

- From the Summary screen, click 'More Actions'
- Select Add: Hotel
- Select City, Check-In/Check Out details
- If required, use Advanced Options to enter further criteria
- Click 'Search for Hotel Availability'
- Select 'Room Type' – Click Next
- Enter a special request if required – Click OK

Core User Roles

Traveller – View, Create, Modify bookings for themselves

Travel Coordinator – View, Create, Modify bookings for travellers

Authoriser – Authorise or Reject bookings for travellers

Profile Administrator – View and Edit traveller profiles

Complete the Booking

- From the Summary screen click the Additional Data tab
- Enter the following information:-
 - Booking Data
 - Notes to Travel Agent /Itinerary (if required)
 - Credit Card (if required)
 - Custom Fields (if required)
- Compulsory fields will be highlighted red
- Click Finish

Booking Documentation

Print a Booking

- Click Bookings tab - Click the Booking #
- Click Print - Select document type & travellers
- Click Print Preview
- Select document to preview from under 'Generated Reports'
- Click Printer icon

Email Booking Details

- Click Booking tab – Click the Booking #
- Click Email - Select document type & travellers
- Select Recipient or type Email Address
- Type a message if required - Click Send Email

SMS Booking Details

- Click Booking tab – Click the Booking #
- Click 'More Actions' – Select Send SMS
- Type a mobile number
- Type a message if required
- Click Send SMS

Create a Quick Booking

- From the Home page, click 'Make a Quick Booking'
- Search and/or Select Traveller OR
Click Create Traveller to add a new traveller – Click OK
- Choose Trip Category and Content
- Select a Cost Centre
- Select a Policy – Click Next

Booking a Flight

- From the Air Selection page, select no. of segments see Additional Flight Selection criteria below
- Select Cities, Date, Time (Class) for all segments
- Click 'Search for Availability'
- Select a Departure Flight / Fare
- Select a Return Flight / Fare
- Click Next
- Read Fare Rules - Click Accept
- If you have selected a Break Policy fare, you will be required to select and type a reason for the Authoriser
- Click Next

Additional Flight Selection criteria

- Check 'Break Policy' for preferred and non-preferred airlines to be displayed.
- Check 'Direct Flights Only' for direct flights only to be displayed.
- Check 'Checked Baggage Required' for fares to include checked baggage costs.

Flight Information Icons



Click the Airline icon for flight information



Instant Purchase Fare



Best Available Fare



No. of Stops



Click for detailed fare rules



Private Fare



Connecting Flight



Baggage Included in Fare



Return Fare

Serko® Online Quick Reference Guide



Authorising Bookings

Authorise Bookings from Serko® Online

- Click Bookings tab - Click the Booking #
OR Click on the hyperlink from the Auth. email
- Click 'More Actions' - Click Authorise
- To decline a booking click Reject
- Type a reason – click Reject

Authorise Bookings by Email

- Open the Authorisation Email - Click Reply
- At the end of the subject line add the word Authorised or Rejected with the relevant unique code

Cloning a Booking

- Click Bookings tab - Click the Booking #
- Click 'More Actions' - Select Clone link
- Amend 'Initial Setup' details as required
- Click Clone button
- Complete Additional Data for new booking
- Click Finish

Cancel a Booking

Cancel will not be available if the TMC has taken over the booking OR it has the status of Ticketed.

- Click Booking tab – Click Booking #
- Click Cancel
- Confirm Cancel

Viewing the Audit Trail

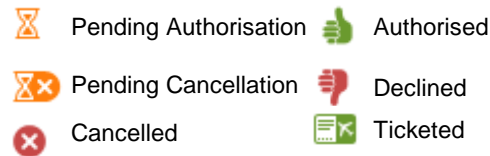
- Click Bookings tab – Click the Booking #
- Click Audit tab
- View information

Changing a Booking

The Change icon will not be available if the TMC has taken over the booking

- Click Bookings tab - Click the Booking #
- Click 'More Actions' - Select Change type
- Enter new criteria
- Click Search for Availability
- Select new components - Click Next
- Read the Fare Rules - Click Accept (Air only)
- Select an Authoriser - Select OK

Booking Status Icons



Changing a Cost Centre

- Click Bookings tab - Click the Booking #
- Click 'Change' next to the existing Cost Centre
- Select the new Cost Centre
- Click OK – Click Save

Changing an Order No. / Authorisor / Notes

- Click Bookings tab – Click the Booking #
- Click Additional Details tab
- Amend details as required
- Click Save

Maintaining Profiles

Search for Traveller Profile

- Click the Admin tab and select 'Change an existing Profile'
- Enter search criteria and / or Click Search
- Select Profile
- Click OK

Edit Profile Details

- Click Change to make changes to Profile Details
- Click Save Details or Cancel

Update Traveller Information

- Click the Pencil icon - make the required changes
- Click the Save or Cancel
- Click Save Details or Cancel

Update Preferences

- Click Preferences - Click the pencil icon
- Add new preference information
- Click Save or Cancel

Custom Bookings

The Custom Booking creates a form for complex bookings to be worked on by your TMC

- Click the Home tab
- Click 'Make a Custom Booking'
- Search and/or Select Traveller OR
Click Create Traveller to add a new traveller – Click OK
- Select Cost Centre, Authorisor and Booking Type – Click Save Details
- Add Flight, Car, Hotel and Notes as required.
- Click Submit Booking Request

Booking Type Icons:



Serko® Online Quick Booking



Travel Agency Booking



Original Quick Booking taken over by TA



Custom Booking