## Login and home page

- Enter the Web Address https://serko.corporatetraveller.com.au
- Enter User ID and Password.
- Click **'Login'** and 'Accept' the 'Terms and Conditions'

## Create a quick booking

- From the Home page, click '**Make a Quick Booking'**
- Search and/or Select Traveller
- Click **'OK'**
- Complete Initial Setup details as required
- Click **'Next'**

## Booking a flight

- From the Air Selection page, select number of segments
  Note: 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'**
  Note: If a fare selected is upgradeable and/or the booking has more than 2 sectors with car/hotel the 'Itinerary Options' screen will be displayed.
- 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

## Land only bookings

The same method outlined below should be followed for creating land only bookings.

## Adding a rental car during the initial booking process

Note 1: If 'Car' was selected in the Initial Setup screen then the 'Car Selection' screen will automatically display.

Note 2: If 'Not Required' or 'Best in Policy' was selected in Itinerary Options, the 'Car Selection' screen is not automatically displayed.

- 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 1: If 'Hotel' was selected in the Initial Setup screen then the 'Hotel Selection' screen will automatically display.

Note 2: If 'Not Required' or 'Best in Policy' was selected in Itinerary Options, the Hotel Selection screen is not automatically displayed.

- Enter Check-In/Check Out dates
- Select City and Location criteria to search by
- 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

**Read only access** – Removes the ability to book

## 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 Number'**
- Click **'Print'** – select document type & travellers
- Click **'Print Preview'**
- Select document to preview from under 'Generated Reports'
- Click **'Printer'** icon

**Email booking details:**

- Click **'Bookings'** tab – click the **'Booking Number'**
- Click **'Email'** – select document type and travellers
- Select recipient or type email address
- Type a message if required – click **'Send Email'**

## Flight information icons

| | | | |
|---|---|---|---|
| | Click the Airline icon for flight information | **i** | Click for detailed fare rules |
| 🌐 | Instant purchase fare | 🔒 | Private fare |
| **$** | Best Available fare | ⋮ | Connecting flight |
| **1** | No. of stops | 🧳 | Baggage included in fare |
| | | ↔ | Return fare |

## Authorise a booking

**Authorise booking from Serko® online**

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

**Authorise booking by email**

- Open the 'Authorisation Email'
- Select **'Approve Travel Request'** OR **'Decline Travel Request'**

## Clone a booking

- Click **'Bookings'** tab – click the **'Booking Number'**
- Click **'More Actions'** – Select 'Clone' link
- Amend 'Initial Setup' details as required
- Click **'Clone'** button
- Complete 'Additional Data' for new booking
- Select a Return Flight/Fare
- Click **'Finish'**

## Cancel a booking

Note: Cancel will not be available if Corporate Traveller has taken over the booking OR it has the status of **'Ticketed'**.

- Click **'Bookings'** tab – click the **'Booking Number'**
- Click **'Cancel'**
- Confirm **'Cancel'**

## View the audit trail

- Click **'Bookings'** tab – click the **'Booking Number'**
- Click **'Audit'** tab
- View information

## Change a booking

Note: The Change option will not be available if Corporate Traveller has taken over the booking.

- Click **'Bookings'** tab – click the **'Booking Number'**
- 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'

## Change a cost centre

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

## Change authoriser/notes

- Click **'Bookings'** tab – click the **'Booking Number'**
- Click **'Additional Details'** tab
- Amend details as required
- Click **'Save'**

## Change authoriser/notes

**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 **'Save'** or **'Cancel'**
- Click **'Save Details'** or **'Cancel'**
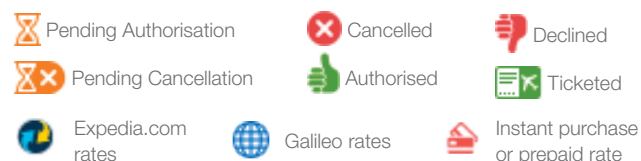
**Update Preferences**

- Click **'Preferences'** - Click the **'Pencil'** icon
- Add new preference information
- Click **'Save'** or **'Cancel'**

## Custom booking

The Custom Booking creates a form for complex bookings to be worked on by Corporate Traveller.

- Click the **'Home'** tab
- Click **'Request Custom Booking'**
- Search and/or Select Traveller OR
- Click **'Create Traveller'** to add a new traveller – click **'OK'**
- Select School/Centre/Dept., Authorisor.
- Complete custom fields – click **'Save Details'**
- Add Flight, Car, Hotel and Notes as required
- Click **'Submit Booking Request'**

## Booking status icons

- ⧗ Pending Authorisation
- ⧗✖ Pending Cancellation
- 🗗 Expedia.com rates
- ✖ Cancelled
- 👍 Authorised
- 🌐 Galileo rates
- 📝 Declined
- 📄✈ Ticketed
- 💳 Instant purchase or prepaid rate

## Booking type icons

- 🌐 Serko® Online Quick Booking
- TA▸ Original Quick Booking taken over by TA
- Ⓢ Non-refundable rate
- TA Travel Agency booking
- CB Custom Booking
- ≣ Hyperlink to booking conditions

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