



Create a Quick Booking

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

Land Only Bookings

Go to the following blocks:-

- **Adding a Rental Car during the initial booking process**
- **Adding a Hotel during the initial booking process**

Booking a Flight

- From the Air Selection page, select no. of segments.
- Select Cities, Date, Time (Class) for all segments
- Click 'Search for Availability'

Note: If the required flight is not displayed, select the Missing Flights? link to display additional flights.

- 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.

- Select Unused Ticket, if required
- Read Fare Rules - Click Accept
- If the lowest fare has not been selected, you may be required to select a reason (depending on Company requirements).
- Click Next

Login and Home Page

- Enter the Web Address provided by your TMC
- Enter your User ID and Password
- Click Login

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

Profile Administrator – View, Create, Modify Profiles for travellers

Authoriser – Authorise or Reject Bookings

Complete the Booking

- From the Summary screen click the Additional Data tab

- Enter the following information as required:-

- Booking Data
- Custom Field information
- Notes to Travel Agent
- Itinerary
- Credit Card

Note: Compulsory fields will be highlighted red

- Click Finish

Booking Documentation

Print an Itinerary

- 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 an Itinerary

- 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

Flight Information Icons

- Mouse over the no. of stops for flight information
- Instant Purchase Fare
- Best Available Fare

- Limited Seats Available
- Click for detailed fare rules
- Private Fare / Govt. Fare
- Baggage Included in Fare
- Baggage not Included in Fare
- Return Fare



Authorise a Booking

From within Serko Online

- Click Bookings tab - Click the Booking #
OR Click on the link from the Authorisation Email
- Click 'More Actions' – Click Authorise
- To decline a booking – Click Reject
- Enter a reason for rejection – Click Reject.

Via Web Link








- To authorise a booking Click on the Authorisation link from the Authorisation Email
- Depending on your Company Policy you may be required to enter an Approval Code – Click Approve
- To reject a booking Click on the Rejection link from the Authorisation Email
- Depending on your Company Policy you may be required to enter a Rejection Code
- Enter a Rejection reason – Click Reject

Change a Booking

Note: The Change option will not be available if the TMC has taken over the booking or the booking status states 'Changes Not Permitted Online'.

- 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)
- Click OK

Booking Status Icons:

-  Pending Authorisation
-  Pending Cancellation
-  Cancelled
-  Authorised
-  Declined
-  Ticketed – Changes Permitted
-  Ticketed – Changes Not Permitted

Clone 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

Note: 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

View the Audit Trail

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

Change Travel Agent 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

Add/ Update Preferences

- Click Preferences - Click the pencil icon to update or Add Preference to add new details
- Enter preference information
- Click Save or Cancel

Custom Booking

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 Create a New traveller
- Click OK
- Complete Booking Details as required
- 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