ACU Online Booking Tool
Clue card for Travel Bookers

FCM

Accessing the Online Travel Booking System

1. Access Serko via the ACU Travel website click Travel Hub by FCM

2. Serko & the Travel Hub use single sign-on login. You will automatically be logged in

3. Staff who are not registered will need to contact the FCM team 1300 555 062 or 02 9423 8010

Updating your personal information on the Travel Hub

Editing your profile

Hover your cursor over the 'Profile' tab > Click 'Personal' > Edit the required fields > Click 'Save'

Adding passport/visa information

Hover your cursor over the 'Profile' tab
> Click 'Passport/Visa'
> Click 'Add New Passport or Visa'
> Select the document type
> Edit the required fields
> Click 'Save'

Adding seating or other preferences

Hover your cursor over the 'Profile' tab
> Click 'Preferences'
> Edit the required fields
> Click 'Save'

Adding frequent flyer details

Hover your cursor over the 'Profile' tab
> Click 'Membership Numbers'
> Edit the required fields
> Click 'Save'

How to Add Travellers to your profile on the Travel Hub

1. From the Home page, hover over the 'Admin' tab

2. Click 'Arranger Self Designation'

3. Search for the last name of the traveller you with to add

4. Click 'Self-Assign' next to the traveller you wish to add

5. Select the traveller from the drop down list at the top

6. You will now be able to amend this traveller's profile. Private details will not be viewable (e.g. Date of birth, passport)

Rapid Booking or Booking?

Rapid Booking – used for simple domestic bookings

Booking – used for complex domestic & trans-Tasman bookings

Create a Booking

From the Serko Home page, click 'Rapid Booking' or 'Booking'

[Rapid Booking] [Booking]

1. Click 'All My Travellers' then search for a traveller

2. Select the traveller and click 'confirm selection'

3. Ensure the cost centre/project code is correct

4. Select the tick box for 'Air,' 'Car' and 'Hotel' as required

Booking a Flight

1. If you selected Rapid Booking proceed to the next step. Otherwise click 'next' then on the 'Air Selection' page, select number of segments

2. Complete Cities, Date and Time for all segments

3. Click 'Search Availability'

4. Select a flight/fare for each flight segment

5. If you selected Rapid Booking click 'Accept' to accept fare rules for each flight segment then click 'Next'. Otherwise you will be shown the fare rules on the next step, click 'Accept' to proceed

6. If you have selected a 'Break Policy' fare, you will be required to select a reason. Click 'Next'

7. If you selected 'car' or 'hotel' during the initial setup the process will then be very similar to what is outlined below

Land Only Bookings

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

Adding a rental car during the booking process

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

1. On the 'Summary' screen click 'More Actions' (not available if you selected 'rapid booking')
2. Click 'Add Car'
3. Select Pick Up & Drop Off City, Date and Time
4. If required, use Advanced Options to enter further criteria
5. Click 'Search for Car Availability'
6. Select Car Type – Click 'Next'
7. Enter a Special Request if required – Click 'OK'

Complete the booking

1. From the summary screen click the 'Additional Details' tab or link and complete any highlighted fields
2. Select an authoriser (where necessary)
3. Enter the ACU Travel Order Number (if booking trans-Tasman travel). The order number entered must be a valid number
4. Click 'Finish.' If approval is required the next page will show status 'pending' and the booking will not be confirmed until the authoriser approves the booking. If an authoriser was selected and the status is 'authorised' this means the authoriser selected will only receive a notification email and does not need to approve the booking

Adding hotel during the booking process

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

1. On the 'Summary' screen click 'More Actions' > click 'Add Hotel' (not available if you selected 'rapid booking')
2. Enter Check-In/Check Out dates
3. Select City and Location criteria to search by
4. Click 'Search for Hotel Availability'
5. Select 'Room Type' – click 'Next'
6. Enter a special request if required – click 'OK'

Place a Booking on Hold

1. Follow the Create a Booking steps, stop at 'Summary' screen
2. From the 'Summary' screen click Hold Booking

   Hold Booking

3. Please note this does not hold a confirmed itinerary or confirm your booking
4. Prices are not secured until the booking is confirmed

Confirming an On Hold Booking

1. Under Bookings on your home screen, click 'View bookings requiring your attention'
2. On hold bookings will be displayed click 'Resume' to book or 'Cancel' to cancel
3. If a portion of the itinerary is no longer available you will be taken back to the 'Booking' screen to start the process again

Flight/Hotel Information Icons

Click the airline icon for flight information	Private fare
Instant purchase fare	Connecting flight
Best available fare	Baggage included in fare
No. of stops	Return fare
Click for detailed fare rules	Expedia content

Booking Status Icons

Pending Authorisation	Authorised
Pending Cancellation	Declined
Cancelled	Ticketed

Booking Type Icons

- Serko® Online Quick Booking
- Original Quick Booking taken over by TA
- Travel Agency Booking
- Custom Booking