

# Online Booking

## Frequently Asked Questions



### How do I login?

Once logged on to the ACU network, all current employees can access Serko without re-entering the username or password. The access is provided via Single Sign On via the Travel Hub.

To access the Travel Hub click on [travelhub.acu.edu.au](http://travelhub.acu.edu.au) and then click on the 'ACU Online Booking Tool' tile which will sign you in to your profile on Serko. (If you wish to save this link as a favourite you will need to manually create the favourite and type in the address [travelhub.acu.edu.au](http://travelhub.acu.edu.au) to save it)

### Who do I contact if I can't login?

Contact your Faculty Finance Manager (FFM) / Portfolio Management Accountant (PMA) / Finance Manager (FM) to ensure your staff Travel profile has been set up correctly to access the Travel Hub and Serko online booking tool.

If your FFM/PMA/FM confirms you are set up and you still can't access the tools please contact FCM on 1300 555 062 or 02 9423 8010 or email [acu@fcmtravel.com.au](mailto:acu@fcmtravel.com.au) for assistance.

### Can I book international travel via Serko?

Yes, but only trans-Tasman travel can be booked. At this stage only domestic and trans-Tasman travel can be booked via Serko. Please contact FCM for your international bookings. 1300 555 062 or 02 9423 8010 or email [acu@fcmtravel.com.au](mailto:acu@fcmtravel.com.au)

### Why do I need approval?

One of three approval workflows has been chosen for each traveller according to their position, responsibility and business needs. Contact your FFM/PMA/FM for assistance if you feel that the approval process has been set up incorrectly for that traveller being booked for. The three approval workflows are:

- |   |                     |
|---|---------------------|
| ① Approval and email notifications required         | — Standard approval |
| ② Email notifications only and no approval required | — Exceptions 1      |
| ③ No approval or email notifications required       | — Exceptions 2      |

### Why can I see travel authorisers from other areas?

This is to ensure that every traveller can find their relevant authoriser from the dropdown list. For some staff members, the authoriser may be residing in a different cost centre. Thus, the travel authorisers to select from include all travel authorisers within the organisational unit of the cost centre selected during the booking process plus all the Senior Executives within ACU.



## How can I approve a travel request?

You can't approve your own travel request and it must be submitted for higher approval.

If you are designated as a Travel authoriser and a staff member in your responsibility area has chosen you as a Travel authoriser, on submission of their travel request you will receive an email into your inbox from Serko. In your email there are two links.

> Accept the travel request

> Decline the travel request

You just need to click the appropriate link to accept or reject. (If you decline a booking you will be asked to enter a reason for rejecting the booking. This reason will be sent to the traveller and travel booker)

You must not delegate this action to anybody else. However, if you can't attend to this task due to other responsibilities at the time, without delegating this action to somebody else, please designate a responsible person as an authoriser for your area of responsibility.

## How do I create a new staff member's travel profile?

If the new staff member comes under frequent traveller, travel booker or authoriser category, you must contact your designated FFM/PMA/FM to create the staff member's travel profile per the business requirements. If the new staff member is a non-traveller, you do not have to take any action.

## Why can't I see the traveller I need?

Try searching for the surname without any apostrophes, hyphens or spaces.

Double check to see if the traveller travels under a different legal name (eg. Maiden name, etc)

If you are searching for a staff member and they still do not appear after trying the above, please contact your designated FFM/PMA/FM to investigate the issue.

All new employee records flow through to Serko via a daily automated process. Therefore, you should find your new employee's travel profile in Serko on the following day after the creation of the HR record. However, if you can't find the required staff member and you need to book urgent travel in the next few days, please contact FCM on 1300 555 062 or 02 9423 8010 or email [acu@fcmtravel.com.au](mailto:acu@fcmtravel.com.au) for assistance.

## How can I create a travel profile for Non-staff members?

If you are searching for someone that is not a staff member and can't find their profile please create a new profile for them in the Travel Hub by hovering your cursor over the 'admin' tab near the top then selecting 'create new profiles' – please check first to ensure that a profile for that traveller doesn't exist already. A unique email address must also be used when creating a new profile and it is crucial that a mobile phone number is included on the profile to allow airlines to contact the traveller for any last minute changes or cancellations. Please also ensure you do not use apostrophes, spaces or hyphens in the first name or family name fields. The profile will then automatically be created in Serko after approximately 15 minutes.

## Why can't I see the authoriser I need?

The reasons may be that the staff member that you are looking for has not been set up as an authoriser or resides in a different organisational unit. Please contact your FFM/PMA/FM for assistance, if required.



## What happens if I don't get approval in time?

To guarantee the fares quoted at the time of booking the travel authoriser must approve the booking on the same day that the booking was made. (This excludes Jetstar; please see the warning note on Jetstar flights on the front page of Serko). If the booking is not approved on the same day there is the possibility that the cost of the booking may increase or the flights will be no longer available.

## What if the authoriser I need to select is unavailable?

If the authoriser you select during the booking process is unable to access their emails to approve the booking then the booking will not be confirmed. Please ensure you select an authoriser you know is available to approve the booking the same day it has been booked. You have been provided with all designated travel authorisers for your Organisation Unit to which your cost centre / Project codes belong plus all Senior Executives within ACU. The tool has been designed in this way to allow you to choose an alternate authoriser if the desired authoriser is unavailable.

## Can I change the authoriser on a booking?

Yes if you select an incorrect authoriser or find that the authoriser selected is unavailable you can go back into the booking on Serko and change the authoriser. The process to do this is; click on the 'bookings' tab found just underneath the ACU logo at the top left. Find the booking you need to amend in the list of bookings alternatively you can search for the specific booking by clicking 'apply filters'. Select 'any' under 'where booking status is...' then select 'booking number' and enter the Serko booking number reference in the text box and click 'apply'. (The Serko booking number appears on the email you received once the booking was finished) Once the booking has opened up click on the 'additional details' tab. Select the new authoriser from the drop down list and click 'save'. This will then send the approval request email to the new authoriser.

## What do I do if I have made a booking and the authoriser selected is unavailable?

If the booking you have made requires approval it will show 'Status Pending' at the top right of the window once you complete the booking process. (Additionally it will have an orange hour-glass symbol under the 'Status' column in the bookings list window). The booking will not be confirmed until the authoriser selected can attend to their email and approve the booking. If this is not possible you can change the authoriser on the booking. The process to do this is; click on the 'bookings' tab found just underneath the ACU logo at the top left. Find the booking you need to amend in the list of bookings alternatively you can search for the specific booking by clicking 'apply filters'. Select 'any' under 'where booking status is...' then select 'booking number' and enter the Serko booking number reference in the text box and click 'apply'. (The Serko booking number appears on the email you received once the booking was finished) Once the booking has opened up click on the 'additional details' tab. Select the new authoriser from the drop down list and click 'save'. This will then send the approval request email to the new authoriser.

## What happens if my booking is rejected?

If the authoriser rejects the booking you have made, a reason for the rejection will be provided if entered by the authoriser. That booking can't be changed or updated in Serko. If required discuss with the authoriser and you will need to create a new booking with any alterations as required by the authoriser.

## Can I use Serko if I'm not in the office?

Yes, it can be access via this link here ([travelhub.acu.edu.au](http://travelhub.acu.edu.au)). You will need your ACU username and password to proceed past the login page.



## How do I set myself as the travel Booker for a traveller's profile?

If you have the permissions as a travel Booker you will see the 'admin' tab on the Travel Hub. Hover over this and then select 'Arranger Self Designation.' Enter the surname of the traveller you wish to select then click 'search.' Once you find the traveller you want to have access to edit their profile for then select the 'Self-Assign' link and you can then edit their profile.

## How do I amend my profile or a traveller's profile?

Profile changes can only be done in the Travel Hub.

To edit your own profile hover your cursor over the 'profile' tab near the top then select the relevant option to edit that section of your profile.

To edit someone else's profile first ensure you are set as their travel Booker (see item 16 above). Then select their name from the 'View portal as...' drop down list. You will then be masquerading in the hub as that traveller. Hover your cursor over the 'profile' tab near the top then select the relevant option to edit that section of their profile. Limited traveller information can be updated on others profiles.

Profile changes made in the Travel Hub will be reflected automatically in Serko after approximately 15 minutes.

## Why is the cost centre or project code I need to use not showing?

If the cost centre or project code, you are searching for has been closed in ACU Finance systems then it will not be available in Travel Hub or Serko.

Currently, it takes about 2 days from when any new cost centres or project codes are created in ACU Finance system to when they are created in the Travel Hub and Serko. If the cost centre or project code you are searching for is new and has existed in the Finance system for over 2 days, then please contact FCM 1300 555 062 or 02 9423 8010 or email [acu@fcmtravel.com.au](mailto:acu@fcmtravel.com.au).

## How do I notify my immediate manager after I've made a booking?

Once a booking has been made, ACU requires notification to be sent to the traveller's immediate manager. If the immediate manager is not the travel Booker or the authoriser selected during the booking process, you have two options for this.

### Option 1

You can notify your immediate manager through Serko once the booking has been completed. As soon as you click the 'finish' button on a booking you will be taken to a confirmation screen. On this screen click the 'email' button near the top of the window and there is a text box to allow you to enter email addresses. Click the tick box next to that and manually type in the immediate managers email address. You can enter multiple email addresses by separating them with a comma. Once finished entering the email addresses click 'Send Email.'

### Option 2

Alternatively, you can forward the itinerary confirmation which was received in your inbox.

## Who gets a copy of the itineraries?

Once a booking has been made the traveller, travel Booker and authoriser (where applicable) will automatically receive a copy of the itinerary. If the booking requires approval the travel Booker and traveller will both receive a copy of the confirmed itinerary automatically when it has been authorised.

## Can I change a booking after it has been made?

Bookings can't be changed in Serko after they have been made. To make any changes please contact your FCM consultant on 1300 555 062 or 02 9423 8010 or email [acu@fcmtravel.com.au](mailto:acu@fcmtravel.com.au).



## Can I cancel a booking after it has been made?

Only bookings that have not been ticketed can be cancelled. If you retrieve one of the bookings you have made and can see a 'cancel' button near the top of the window then you are able to cancel the booking. Please be aware that this may incur cancellation penalties. Please contact your FCM consultant for assistance if required; 1300 555 062 or 02 9423 8010 or email [acu@fcmtravel.com.au](mailto:acu@fcmtravel.com.au).

## What if I made a mistake on my booking?

If a mistake has been made please contact FCM immediately. During office hours contact 1300 555 062 or 02 9423 8010 or email [acu@fcmtravel.com.au](mailto:acu@fcmtravel.com.au). After hours, please contact 1300 662 703 within Australia or +61 7 3170 7823 from overseas. If you book Qantas or Virgin Australia flights and contact FCM the same day the booking was made we are able to help cancel or change the booking avoiding penalties. If you have booked Jetstar there is much less chance we can cancel or change the booking without a penalty. If you have booked hotel content, please ask the consultant for assistance.

## Can I book directly with Qantas, Jetstar or Virgin?

All domestic travel arrangements must be booked via the Online Travel Hub or directly with FCM. Please contact FCM on 1300 555 062 or 02 9423 8010 or email [acu@fcmtravel.com.au](mailto:acu@fcmtravel.com.au) for assistance.

## What is the Travel Hub?

The Travel Hub is a useful website providing access to information and tools to assist ACU staff with booking and planning for travel. It provides you with access to view and edit your profile and where applicable the profiles of those travellers you are responsible for. It also gives you access to your itineraries and the itineraries of travellers you are responsible for.

The Travel Hub is used for profile maintenance. If you need to view or edit your profile or the profile of one of the travellers you are responsible for it can only be done in the Travel Hub.

## What is Serko?

Serko is the new online booking tool for Australian Catholic University. It allows you to book domestic or trans-Tasman flights, car hire and hotels for yourself or for others (where applicable).

## Is training being provided for the Travel Hub and Serko?

21 training sessions were provided to ACU staff in the two weeks before the Travel Hub and Serko systems went live to ACU. If you were unable to attend one of the training sessions a second round of training sessions will be provided at a later date yet to be confirmed. If you need assistance when using the Travel Hub or Serko please contact FCM on 1300 555 062 or 02 9423 8010

## The name of the traveller I'm booking for is incorrect.

The first thing that should be done before making a booking is to check the profile details of the traveller being booked for. ACU and FCM have made all attempts to ensure the profile details are correct however it is crucial that the traveller and/or travel booker checks the profile details before a booking is made to ensure they are correct. The name fields must be as per the traveller's name appears on their driver's licence or passport. The mobile phone number is also very important as this is used by airlines to notify the traveller of any last minute changes or cancellations.



## Can I select more than one cost centre or project code on a booking?

When making a booking on Serko you are only able to select one cost centre or project code. If you need to split the costs of the booking across multiple cost centres or project codes you can either make separate bookings and allocate the respective cost centres for each booking you make or you can make one booking and arrange for a journal transfer to be done by ACU Finance so that the costs are split across the required codes. Please note that if you make multiple bookings in the Serko system a booking fee will apply per booking.

## I can't find the flight I want

Serko will show flights 4 hours either side of the time entered in the search request (where flights are operating. Eg. Some flights may not show earlier than 6am or after 9.00pm due to airline schedules and airport curfews)

If you have entered a search time within 4 hours of the flight you need and it still doesn't show the flight may be sold out. Please call FCM to check - 1300 555 062 or 02 9423 8010

## I can't find the hotel I want

Only ACU preferred hotels and other hotels with a rate less than or equal to the nightly limit for the traveller's allowance as set in the ACU Travel Policy will show in the search results. The list of ACU preferred hotels can be accessed by clicking on the 'ACU Preferred Hotels' tile on the Travel Hub home page.

If the desired hotel is outside the search criteria entered then you will need to change the search criteria to find the hotel (eg. If you select a distance too short in the 'within radius' search criteria and the hotel is outside that distance it will not appear. The default for this is 2km)

If the hotel still doesn't show and the above conditions are satisfied it may be that the hotel is sold out. Please call FCM to check - 1300 555 062 or 02 9423 8010

## I can't find the fare I want

Only fares permitted to be booked as set out in the ACU Travel Policy will show in the search results. (eg. If you are trying to book business class for a domestic booking then approval is required as business class will not show unless the staff member has that permission to travel in business class domestically. Please contact FCM on 1300 555 062 or 02 9423 8010 for assistance with this. You will need to provide FCM with approval from the VC or DVC-R in writing.)

## Can I book for more than one person on Serko?

Serko will allow you to book multiple travellers at the same time. This will book all travellers onto the same services that are selected. It will book one ticket per person for each flight you select, it will book one room/apartment per person for each hotel you book and please note it will book one car per person for each rental company you select.

Please note however that the Serko system will create separate reservations for each individual person. If you want to ensure that travellers are to be seated together you can manage the booking on the respective airline's website using the airline reference number once the booking is confirmed and ticketed. Qantas and Virgin Australia, in most cases, allow you to select your seat in advance. If this is not permitted then seating can be selected at check-in.

