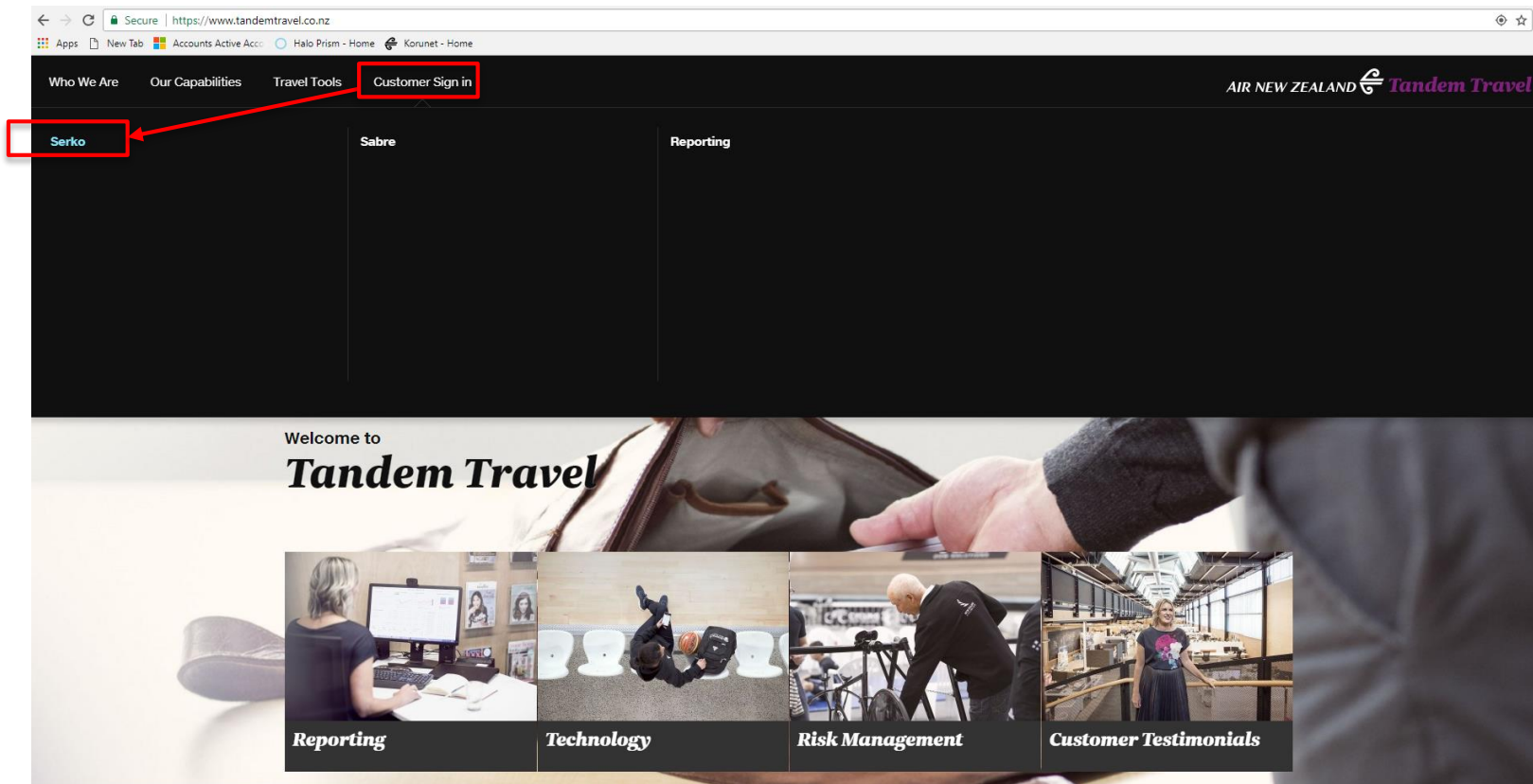


SERKO ZENO QUICK REFERENCE GUIDE

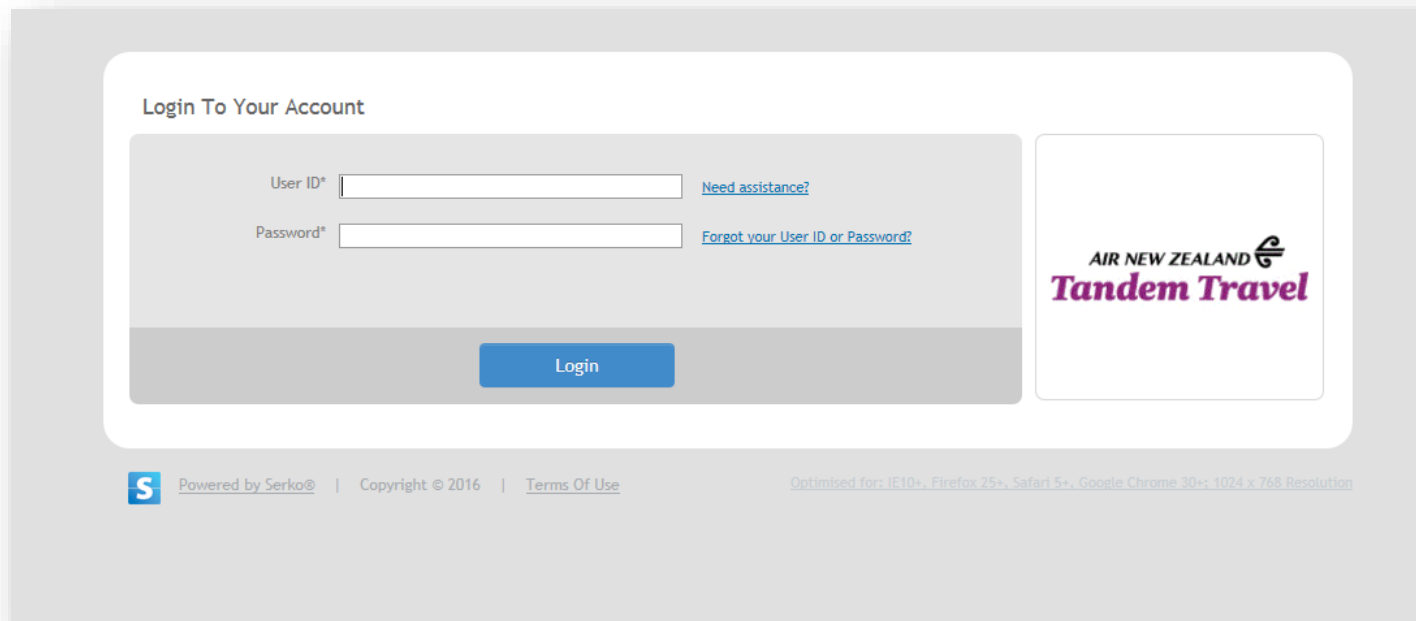
LOGGING IN

Visit www.tandemtravel.co.nz to access the customer sign-in portal & select Serko



LOGGING IN

*The Serko login screen will open in a new window. Sign in using your email address and password**



The screenshot shows a login interface titled "Login To Your Account". It features two input fields: "User ID*" and "Password*", each followed by a "Need assistance?" link. Below the password field is a "Forgot your User ID or Password?" link. A blue "Login" button is positioned at the bottom of the form. To the right of the form is the "AIR NEW ZEALAND Tandem Travel" logo. At the bottom of the page, there is a footer with a logo, "Powered by Serko®", "Copyright © 2016", "Terms Of Use", and a note about browser optimization.

Login To Your Account

User ID* [Need assistance?](#)

Password* [Forgot your User ID or Password?](#)

Login

AIR NEW ZEALAND 
Tandem Travel

 Powered by Serko® | Copyright © 2016 | [Terms Of Use](#) Optimised for: IE10+, Firefox 25+, Safari 5+, Google Chrome 30+; 1024 x 768 Resolution

**If your company has single sign-in capability, this will be set up separately for you*

DASHBOARD

Once logged in you will be taken to your Dashboard – this central area gives access all of your booking and travel information

The screenshot shows the Tandem Travel dashboard interface. On the left is a sidebar menu with the following items: Dashboard, Bookings (with sub-items: Manage bookings, Create Zeno booking, Create custom request), My profile, People (with sub-items: Create traveler profile, Manage traveler profile), Marketplace, and Administration. On the right are three main panels: 'UPCOMING BOOKINGS' (showing 'No upcoming bookings' and a 'VIEW ALL' link), 'Create a booking' (with options for 'Zeno Booking' and 'Custom Booking Request'), and a contact information panel for Tandem Travel (including phone number 0800 769 875, email travel@tandemtravel.co.nz, and a 'Email your travel company' link). A central map area is labeled 'View and manage bookings'. Annotations with red arrows point from text labels to specific elements: 'Manage/create a booking' points to the Bookings menu; 'Manage Profile information' points to the My profile menu; 'Select Zeno Booking to create a booking' points to the Zeno Booking option; 'Select custom booking for international booking request' points to the Custom Booking Request option; and 'Travel agency contact details' points to the contact information panel.

Manage/create a booking

Manage Profile information

Select Zeno Booking to create a booking

Select custom booking for international booking request

Travel agency contact details

View and manage bookings

CREATE A NEW BOOKING

Click to create from either the LH navigation bar OR the dashboard widget and build your journey. Travel Policy and Cost Centre information will default based on traveller.

Select “Zeno Booking” to create a booking

The screenshot displays the Tandem Travel booking interface. On the left is a sidebar titled 'Create a booking' with three main options: 'Zeno Booking' (marked 'new'), 'Custom Booking Request', and a 'Dashboard' section. The 'Zeno Booking' option is highlighted with a red box. The 'Dashboard' section includes 'Dashboard', 'Bookings', 'Manage bookings', and 'Create Zeno booking' (also highlighted with a red box). The main area shows a progress bar with steps: 1 Setup, 2 Itinerary, 3 Extras, and 4 Confirm. Below this, it asks 'Who's traveling?' with a button to add more travelers. It then shows 'Show options to' with icons for Fly, Stay, Transfer, and Drive. The 'Fly' option is selected. A red box highlights the destination selection area, which shows 'Leaving from Auckland (change). Where would you like to go?' with 'CHC' entered in the search field. A dropdown menu shows 'Christchurch, NZ (CHC)'. A red arrow points from this area to the text below.

Create a booking

Zeno Booking new
Try next generation technology to book your Domestic and Trans-Tasman trips

Custom Booking Request
Submit a request to have a travel expert book for you

Dashboard

Bookings

Manage bookings

Create Zeno booking

1 Setup 2 Itinerary 3 Extras 4 Confirm

Who's traveling?  

Show options to  Fly  Stay  Transfer  Drive

Leaving from Auckland (change).
Where would you like to go?
CHC
Christchurch, NZ (CHC)

Select where you would like to go by typing in the destination. E.g. CHC

BUILD YOUR ITINERARY

Click to select or deselect the options which will make up your trip – you can select Fly, Stay, Transfer or Drive or a combination of all four

1 Setup – 2 Itinerary – 3 Extras – 4 Confirm

Who's traveling? JT +

Show options to  Fly  Stay  Transfer  Drive

+

 Leaving from Wellington (**change**)
Where would you like to go?
Auc

Auckland, NZ (AKL)

+

The point of departure will default to the home port as per the traveller profile – click to change as required

DOMESTIC BOOKING

Choose your departure date and time, then your return (or next) destination date and time. Add additional sectors if needed for multiple stop journeys.

The screenshot displays the Tandem Travel booking interface. The first panel shows a flight from Auckland (AKL) to Christchurch. A red box highlights the "What date?" prompt, which leads to a calendar for February 2018. The date 20 is selected. A second panel shows the "What time?" prompt, which leads to a list of time slots: Early Morning (7 AM), Late Morning (10 AM), Early Afternoon (2 PM), Early Evening (6 PM), Evening (8 PM), Anytime, and Choose... The third panel shows the flight details for the selected date and time, with a red box highlighting the return flight from Christchurch to Auckland. The return flight is scheduled for Wednesday, February 21, at 6:00 PM. A red arrow points from the return flight details to the text below.

Flying from AKL to Christchurch.

What date?

February 2018

M	T	W	T	F	S	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28				

Flying from AKL to Christchurch.

On the Feb 20

What time?

- Early Morning (7 AM)
- Late Morning (10 AM)
- Early Afternoon (2 PM)
- Early Evening (6 PM)
- Evening (8 PM)
- Anytime
- Choose...

Show options to: Fly Stay Transfer Drive

DEPARTING Auckland

ARRIVING Christchurch

TUE, FEB 20 7:00 AM

Remove Edit

DEPARTING Christchurch

ARRIVING Auckland

WED, FEB 21 6:00 PM

Remove Edit

There is no restriction on the number of sectors you can book, with only restriction that you can't come back to the home port as a stopover

The return destination will default to the home port as per the traveller profile – click to change as required

AIR NEW ZEALAND
Tandem Travel

Edit to home address if required



Depart

The Avenue, Smales Farm 1024

Arrive

Auckland Airport

–



1

+

–



0

+

Apply

Select or add the relevant cost centre references or codes that apply to this trip.

AIR NEW ZEALAND
Tandem Travel

H Navigation Bar shows our total itinerary costs

Choose how you want to view your search results

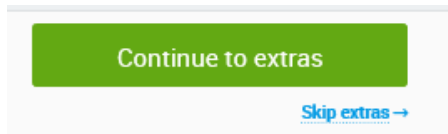
Costs highlighted in orange show the cheapest options based on your search criteria

Negotiated rates are available for selection

Navigation Bar shows total itinerary costs

DOMESTIC BOOKING - EXTRAS

If you chose to select “Extras”, you can select from any added features available for your itinerary E.g. Flight Seat Select, Rental Car GPS



Setup - Itinerary - **Extras** - Confirm \$623.95

Extras [Skip extras](#)

Wellington to Auckland

Seat	No seat selected	Select seats
Bag	No bag included	
Meal	No fresh food	

[OK](#)

Rental car in Auckland

Navigation system		
-------------------	--	--

[OK](#)

Stay in Auckland

Auckland to Wellington

Seats	Seat selection not available	
Bag	No bag included	Add bags
Meal	Preorder fresh food (fee)	

[OK](#)

[Send to arranger](#) [Continue to confirm](#)

BOOKING CONFIRMATION

On the confirmation page, you can check all details of your trip including costs and payment details. When you are happy with your selection, click book to finalise your booking

Confirm and book your trip
Tue, Feb 20 - Wed, Feb 21

Tue, Feb 20

 Auckland to Christchurch
Air New Zealand · 6:00 am - 7:25 am

\$98.99
SubTotal

▼

 Rental car in Christchurch
Avis Rent A Car System, Inc. · 10:00 am Tue, Feb 20

\$65.55
SubTotal

▼

 Stay in Christchurch
Heritage Christchurch · 2:00 pm Tue, Feb 20

\$215.00
SubTotal

▼

Wed, Feb 21

 Christchurch to Auckland
Air New Zealand · 6:00 pm - 7:20 pm

\$215.99
SubTotal

▼

Payment
How would you like to pay for your trip?

 Air New Zealand

 4111*****1111

\$98.99

▼

 Air New Zealand

 4111*****1111

\$215.99

▼

 Heritage Christchurch

 4111*****1111

\$215.00

▼

 Avis Rent A Car System, Inc.

\$65.55

Trip Total

\$595.53

Special requests and additional information

 Rental car details

Add Details

▼

 Hotel details

Add Details

▼

 Booking details

Add Details

▼

Corporate Compliance

 Additional information

Authoriser required
Hotel special requests required
Car special requests required

Enter Required Details

Read and accept rules and conditions

▼

☐ I understand and accept all the rules and conditions

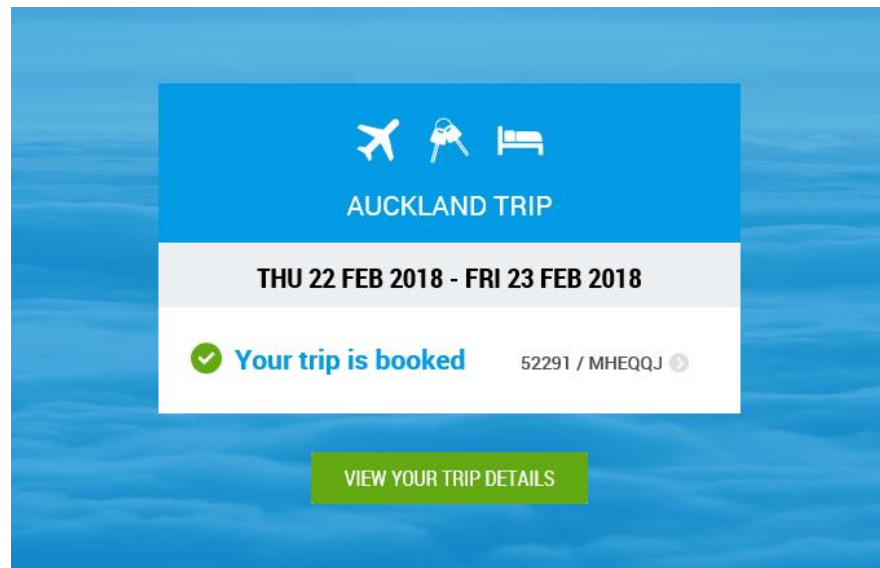
Book

Review/add any special request and additional information, and complete any information required in the Corporate Compliance section (eg select authorizer if applicable).

Review/accept the rules and conditions, and click book to complete the booking.

FINAL CONFIRMATION

You will see this message/screen when your trip has been booked



MANAGE BOOKINGS

Demo Company

Home Bookings My Profile Admin Jane Traveller Logout ?

Online Reference: 52291, Sabre Reference: MHEQQJ, Third Party Ref: 2708733

Print Email Cancel More Actions

Booking Details

Traveller(s) Ms Jane Traveller
Date 22 Feb 2018 to 23 Feb 2018
Policy New Zealand Travel
Kind of trip Domestic
Contains
Cost Centre Serko Online Demo
Last Ticketing Date 19 Jan 2018

Air Total \$230.00
Car Total \$152.95
Hotel Total \$242.10
Transfers Total \$0.00
Trip Total \$625.05

Hide Details

Itinerary Additional Details Preferences Transfers Audit

Thu 22 Feb 2018

Air New Zealand
Flight: NZ418
Airline Ref: W3CFLH
Departs: Wellington 10:15 a.m.
Arrives: Auckland 11:20 a.m.
Flying Time: 1h 5m
Baggage:
Price: \$93.00
Class: Economy G (GSATA)
Status: Confirmed
Best Fare: \$35.00 on Jetstar Airways (JQ252 @ 08:35)
Lost Savings: \$58.00

Budget Rent A Car
Toyota Yaris Or Similar
Confirmation: 27789707NZ1
Pick-up: Auckland Auckland Airport Terminal - Auckland Airport 10:00 a.m.
Drop-off: Auckland Auckland Airport Terminal - Auckland Airport 10:00 a.m.
Category: 4-door
Transmission: Automatic
Air Conditioning: Yes
Km Charge: Unlimited Mileage
Price: \$152.95
(Rate includes mandatory Fees and Taxes)
(1 Car(s) x 1 Day(s) x \$152.95 / day)
Description: 911
Status: Confirmed
Best Rate Selected

Amora Hotel Auckland
100 Greys Avenue
Auckland Nz 01010
Phone: 64-9-3751800
Confirmation: 718225B008950
Provider: Online
City: Auckland
Check-in: 02:00 p.m.
Check-out: Fri 23 Feb 2018 10:00 a.m.
Rate Type: A1KXPV
Description: Preferred Extras
Gbt Rate: Studio Room With King Bed.
Price: \$242.10
(1 Room(s) x 1 Night(s) x \$242.10 / night)
Status: Confirmed
Best Rate: \$448.00 at Wotif
Tetra
Lost Savings: \$132.10

Fri 23 Feb 2018

Air New Zealand
Flight: NZ461
Airline Ref: W3CFLH
Departs: Auckland 09:00 p.m.
Arrives: Wellington 10:05 p.m.
Flying Time: 1h 5m
Baggage:
Price: \$137.00
Class: Economy L (LSATA)
Status: Confirmed
Best Fare: \$69.00 on Jetstar Airways (JQ263 @ 16:00)
Lost Savings: \$68.00

[Clone](#)
[Add To Calendar](#)
[Create New 'Booking'](#)
[Create New 'Custom Booking'](#)
[Share Booking](#)

Add:
[Car](#)
[Hotel](#)
Change:
[Advanced Flight](#)

[Add To Calendar](#)
Add:
[Car](#)
[Hotel](#)
Request:
[Seating](#)

Lost savings shown at time of booking and post booking.

MY PROFILE

Access your Profile information from the Navigation bar. From the “My Profile” tab you can update details such as Passport/Visas, or any personal preferences; such as frequent flyers, hotel and car memberships, or seating

Navigation Bar: Home | Bookings | **My Profile** | Admin | Jane Traveller | Logout | ? | [Icons]

My Profile Section:

Name: Ms Jane Traveller | Work Phone*: 649123456 | **Edit Profile**

Address: Serko Online Demo | Mobile*: 64212345678

Default Division: Serko Online Demo

Preferences Table:

Traveller	Type	Service	Comment/Name
Ms Jane Traveller	Frequent Flyers	Air New Zealand Airpoints	244699

Total: 1

Add Preference

THANK
YOU