



# SERKO ZENO AUTHORISER GUIDE

# APPROVE OR REJECT

There are two ways you can approve or reject a booking; either directly through the email notification, or by logging into Serko. Unless you are already logged into Serko, approving via email is the faster option.



Approval via email - When you receive an approval request email notification, you can simply click either of the Approve Travel Request / Decline Travel Request buttons that are coloured in **green** and **red** respectively.

Tip - Approval via email can be performed on both computer and mobile phone platforms.

# APPROVE VIA EMAIL

As a Travel Authoriser, you will receive the following email notification when a booking requires your approval:

The screenshot shows an email from Serko. The header is blue with the Serko logo. The main content is white. The email starts with 'Hi John,' followed by 'This trip requires your approval by Tuesday, 5th Sep.' The 'Status:' field is highlighted with a red circle and contains the word 'Pending'. Below this is a section titled 'This trip has potential savings' with a warning icon. It lists a flight from Wellington to Auckland for NZD 71.61, which could have been booked for NZD 45.00 with Jetstar Airways. The total potential savings is NZD 71.61. At the bottom, there are two buttons: a green 'Approve Travel Request' button with a checkmark and a red 'Decline Travel Request' button with an 'X' mark. Both buttons are circled in red.

**serko**

Hi John,  
This trip requires your approval by Tuesday, 5th Sep.

Traveller: Ms Julia Roberts  
Departure Date: Thursday, 16th Nov  
Destination: Auckland  
Status: Pending  
Total cost: NZD 129.26  
Ticketing Time Limit: 5th Sep

**This trip has potential savings !**

✈ Wellington - Auckland **NZD 71.61**  
Flight could have been booked for NZD 45.00  
With Jetstar Airways (JQ252 @ 8:35 a.m.).

**TOTAL POTENTIAL SAVINGS NZD 71.61**

**Approve Travel Request ✓** **Decline Travel Request ✕**

The email will advise when the travel should be approved by.

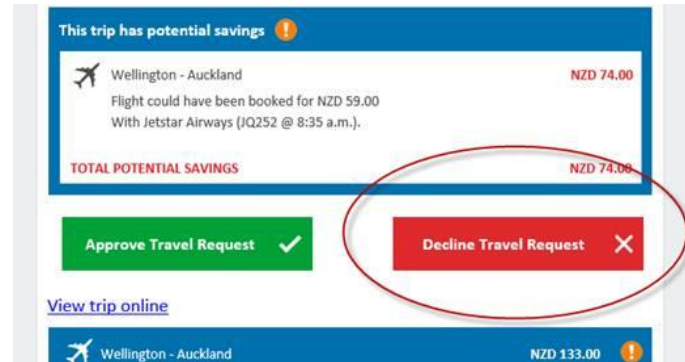
*Tip - In order to avoid potential cancellation by airlines, our recommendation is to approve or reject the booking as soon as practicable.*

Note - Please note that by default, authorisers will not be able to approve their own bookings.

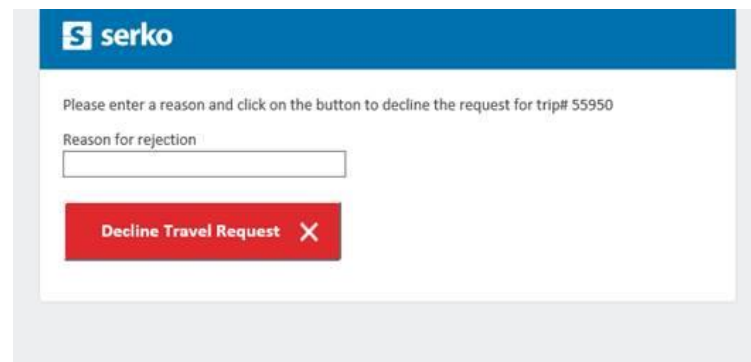
# REJECT VIA EMAIL

As an Authoriser, declining a booking from the link in approval required email

Authoriser selects decline →



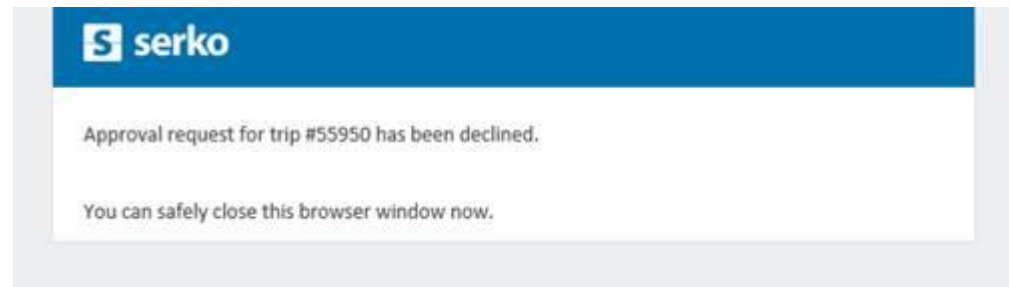
A window will open in a browser giving authoriser an opportunity to enter a reason for decline. Reason is free format. →



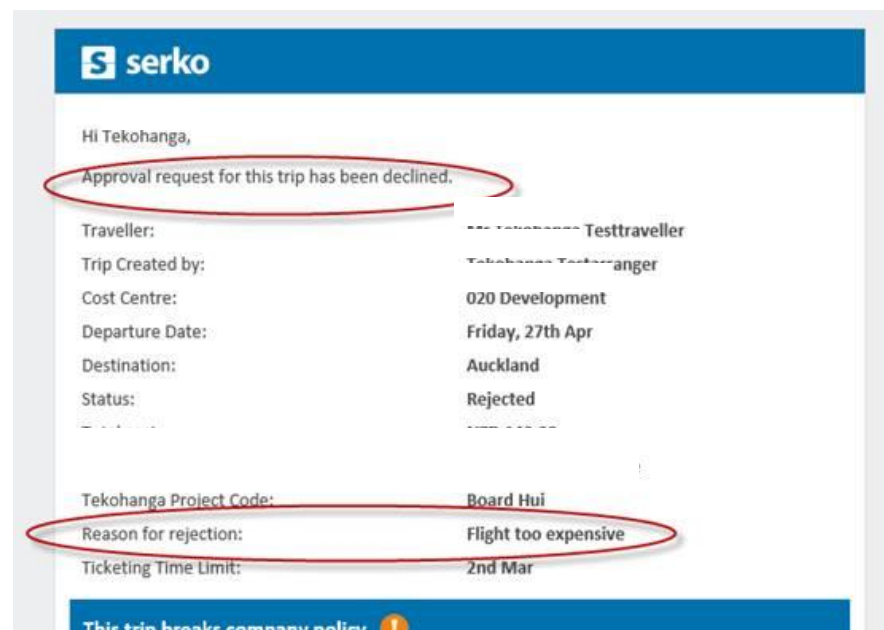
# REJECT VIA EMAIL

As an Authoriser, declining a booking from the link in approval required email continued.

Response after hitting Decline  
Travel Request button.



Travel arranger or traveller  
receives email that booking  
has been declined, the reason  
for rejection is displayed.



**THANK  
YOU**