HUB – Travel Arranger User Guide

As a Travel Arranger you will have the ability to:

1. Manage your own traveller profile
2. Manage your traveller's profiles – you will have the ability to edit their profiles once you have self assigned yourself as travel arranger to their profile
3. Create traveller profiles for non-UQ staff e.g. students, guests or contractors.

> *PLEASE NOTE THE FCM HUB WILL TIME-OUT AFTER 20 MINUTES. Should this happen you must gain access by logging back in via the UQ Travel webpages.*

1. Managing your profile

Mandatory profile information

When you first log in you may find some mandatory profile information is missing. Look out for the alert at the top of the page and update any missing details in the relevant section. Should the mandatory missing profile information not be updated you will not be allowed to proceed with making a booking. You will not be able to access the online booking platform.
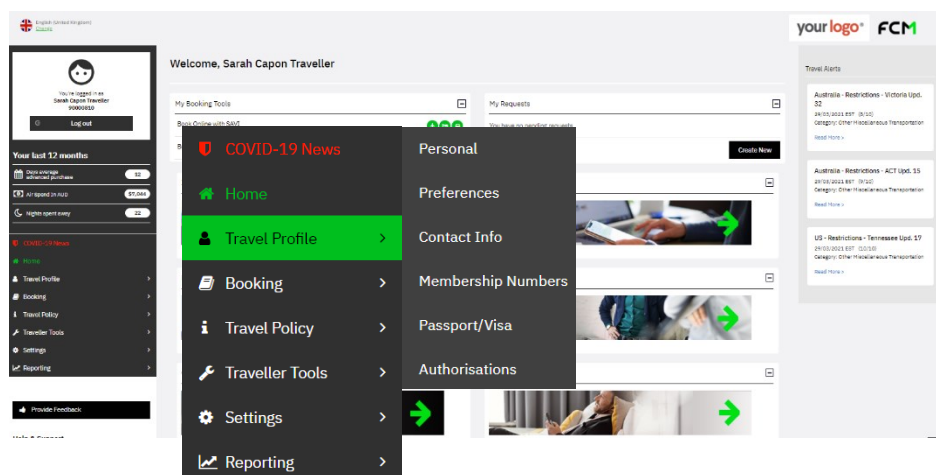

Key profile information

It is important to always ensure your profile information is complete and correct. This must be done before you make your first booking. You must also update any changes (such as contact details or passport details) if and when they change.

There are 4 main areas to check when you first log in to HUB:

- Personal
- Contact info
- Membership numbers
- Passport/Visa

The following pages will explain what to check, and why, in each of these sections.

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*Content within this guide is generic and in part may not be UQ specific but highlights key process steps to enable the end user to complete noted tasks.

1

Personal

Your Legal Name MUST match what is shown in your travel documents (e.g. passport or national ID card).

This is the information that will be displayed on your travel documentation. It is the traveller's/travel arranger's responsibility to check their personal details are correct in the system before making a booking.

Your gender and date of birth MUST be added to your profile before you proceed. This information is required by certain countries and airlines prior to travel.

Other useful areas are listed below.

Your gender and date of birth must be added to your profile before you proceed.

This information is required by certain destinations prior to travel.

Save your changes.

Contact info

Make sure your contact details are always up-to-date. This is important so you receive important information such as changes or emergencies whilst travelling.

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Membership numbers

Store your loyalty program details here to have them automatically added to your bookings, allowing you to take advantage of the benefits that go with your membership.

Passport/Visa

Storing passport details is very useful for two reasons:

- Details are automatically added to bookings for countries who require this before travel.
- A warning will be triggered on your homepage when your passport is within 6 months of expiry.

2. Managing your traveller's profiles

Self-assigning a traveller

1. Select Arranger Self Designation from the HUB Admin section.

You can now search for your traveller by last name, email address or employee ID.

2. Enter criteria (name or email) and search.
3. Locate desired traveller and click Self-Assign.

Your traveller will now be assigned, allowing you to book on their behalf and manage their profile information.

Whenever you assign a traveller to yourself they will be notified of this action and that you now have access to their profile.

Managing a traveller's profile

Any assigned travellers will appear in your **View as** panel to the right of your homepage.

To access another traveller's profile, click on their name in the **View as** panel.
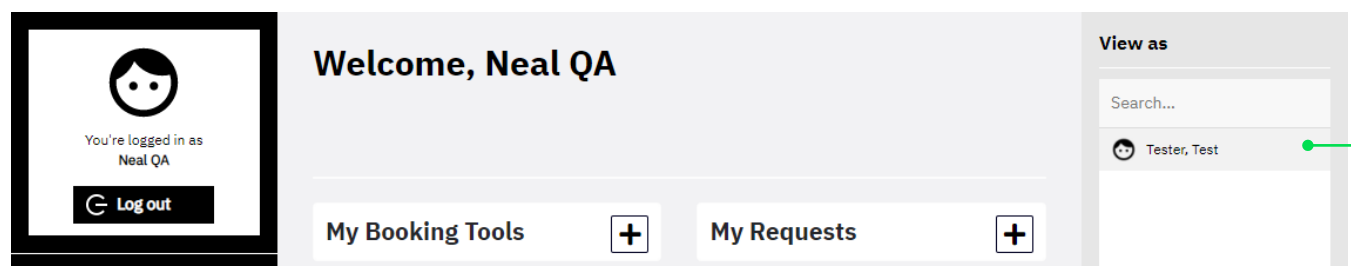
1.

Your HUB session will now change so you are viewing as this traveller. You will have full access to their profile information, allowing you to update and amend where necessary. Always check:

- **Personal**: Name is correct as per passport.
- **Contact Info**: Contact details are entered and up-to-date.
- **Membership Numbers**: Details of any loyalty schemes will be automatically entered into relevant bookings.
- **Passport/Visa**: Details will automatically pass into bookings where required and alerts will trigger within 6 months of expiry.
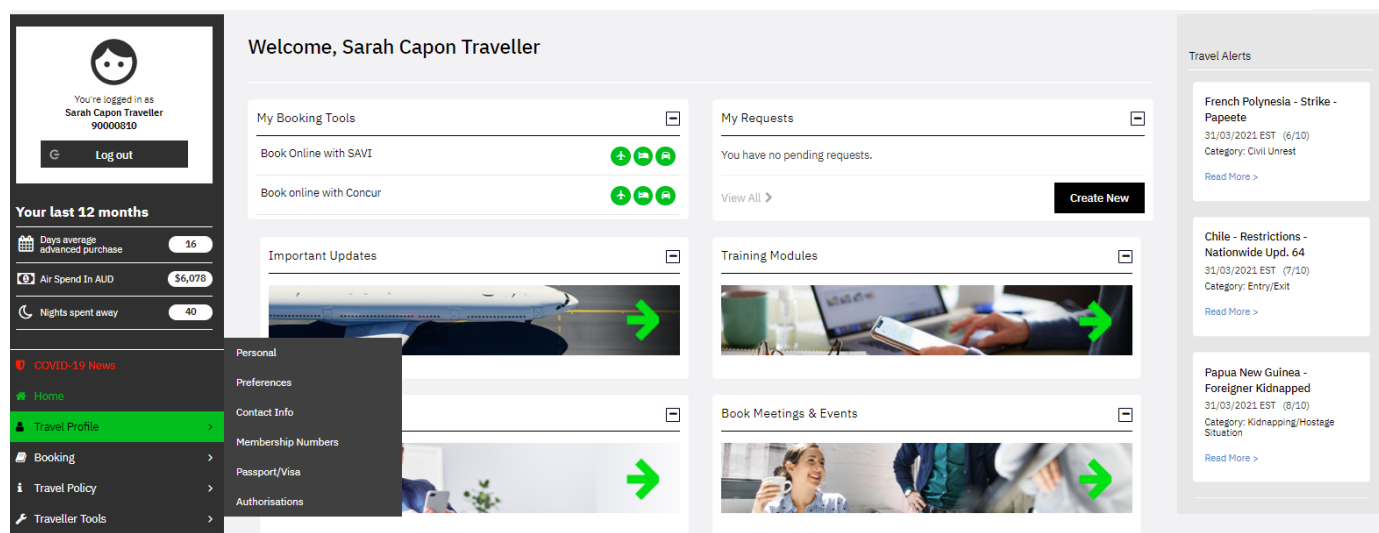
When you have finished viewing as this traveller, click the 'log out' button to return to your own profile.

3. How to create a profile for non-UQ staff

Create a new profile

Only for Guest, Student or Contractor
New profiles should only be created for guests, students or contractors (i.e. travellers who are not staff members). Staff profiles are created automatically in the HUB by means of a HR data feed.

On the Travel Hub Home Page
Hover your cursor over the 'Admin' tab > Click 'Create New Profiles' (if you don't see the 'Admin' tab you are not set up as a 'travel arranger'. Contact UQ Travel for assistance.)

Complete all fields

Follow the prompts to complete all fields as required. Note the below fields have special requirements:

Unique Email Address
Add the traveller's email address. This must be a unique email address not already in another profile in the Travel Hub system. If you don't have a unique email address for the profile, create a fictional email address that will also be unique. If you experience any issues with creating a profile due to a duplicate email, please contact FCM for assistance on: UQ@fcmtravel.com.au

Name as per Passport
Add the traveller's first and last name as per their passport. Any grammatical marks must be removed (i.e. O'Connell would be OConnell, Anne-Marie would be AnneMarie)

Prefix
It is strongly recommended only one of the following titles is used (Mr, Ms, Miss, Mrs, Dr or Prof). The title Associate Professor can cause problems with ticketing and should be avoided.

Unique Employee ID
This must be a unique entry in this field and it is a required field even though the profile is not for a staff member. For a student profile use their Student ID number. For a guest or contractor, as there is no Employee ID, simply enter the guest or contractor first name and last name e.g. John Smith.

Complete Remaining Fields
Complete all remaining fields as prompted. Ensure you have green ticks underneath the fields to indicate you have