

HUB – Travel Arranger User Guide

As a Travel Arranger you will have the ability to:

- 1. Manage your own traveller profile
- 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
- Create traveller profiles for non-UQ staff e.g. students, guests or contractors.

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.

RT	Please also look at the notifications below.
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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.



FCM HUB – Travel Arranger User Guide

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

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

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.

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





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.

Personal			
Travel Profile Personal			
Basic Employee Info		-	
Legal Name: Should match your documents	TSA Secure Flight Info:		Your gender and date of
Prefix 👻	Gender Male	-	birth must be added to your
First Name Jonny	Date of Birth Month Day Year	-	profile before you proceed. This information is required
Required Middle Name	Oct • 10 • 1983		by certain destinations prior
Palmer			to travel.
Last Name Booker			
Required			
Suffix 👻			
NickName			
Addresses		+	
Save			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.

Pho	one Numbers			-
				×
	Туре Mobile	•	Phone Owner Travellers mobile No.	•
e.	Required			
>	Country Australia 61	•	Number 410111111	
	Required		Required	
A	idd New Phone Number			





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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.

Mer	nbership Numbers		+
	Type Air	€ Status	×
	Required	NONE	•
<u></u>	Vendor Please Select	•	
_	Required		
	Number		
	Required		
A	dd New Membership Number		

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.

Pass	ports/Visas						-
							×
	Type Passport	•	Citizenship				•
	Country		Expiration Date	te			
_	•	•	Month 🗸	Day	•	Year	•
	Place of Issue						
			Issue Date Month	Day		Year	
	Number		T	Day	•	real	•
A	dd New Passport or Visa						



2. Managing your traveller's profiles

Self-assigning a traveller

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

\bigcirc	Welcome, Sarah Capon Travelle	r			Travel Alerts
You're logged in as Sarah Capon Traveller 90000810 G Log out	My Booking Tools Book Online with SAVI Book online with Concur	- 000 000	My Requests You have no pending requests. View All >	-	Morocco - Restrictions - Nationwide Upd. 57 30/03/2021 EST (20/10) Category: Entry/Exit Read More >
Your last 12 months		000	View All >	Create New	
Bygs average 16 ablanced purchase 16 Air Spend In AUD 56,028 Nights spent every 40	Important Updates	-	Training Modules		Chile - Restrictions - Nationwide Upd, 65 31/03/2021 EST (2/20) Category: Entry/Exit Read More >
COVID-19 News					Algeria - Restrictions -
	Mobile App		Book Meetings & Events		Nationwide Upd. 34 31/03/2021 EST (2/30) Category: Entry/Exit Read More >
Traveller Tools Settings	Create New Profiles	-			
O [®] Admin ▶ ▶ ▶ Reporting	Arranger Self Designation		SmartStay		

Travel Arranger Self Designation

Search for a person to manage travel for by entering the following criteria.

Employee Profile Search		
FCM Australia Serko Demo		-
Last Name		-
SearchTerm		
To ensure security, search criteria must be an exact match.		
	3	Search

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 <u>action</u> and that you now have access to their profile.

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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.

	Welcome, Neal QA				View as	
You're logged in as Neal QA	,				Search	
C Log out	My Booking Tools	+	My Requests	+		
					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.

	$\overline{\mathbf{O}}$	Welcome, Sarah Capon Travel	ler			Travel Alerts
G	You're logged in as Sarah Capon Traveller 90000810 Log out	My Booking Tools Book Online with SAVI	-	My Requests You have no pending requests.		French Polynesia - Strike - Papeete 31/03/2021 EST (6/10) Category: Civil Unrest Read More >
Your la	st 12 months	Book online with Concur		View All >	Create New	Read Hore >
Days adva	average 16 need purchase 16 pend In AUD \$6,078 Is spent away 40	Important Updates		Training Modules		Chile - Restrictions - Nationwide Upd. 64 31/03/2021 EST (7/10) Category: Entry/Exit Read More >
		Preferences				Papua New Guinea - Foreigner Kidnapped
# Home		Contact Info Membership Numbers		Book Meetings & Events	—	31/03/2021 EST (8/10) Category: Kidnapping/Hostage Situation
 ☑ Booki i Trave ✓ Trave 	l Policy >	Membership Numbers Passport/Visa Authorisations	>		-	Read More >

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

