

Quick Reference Guide

Online booking platform

Changes & cancellations guidelines

Pre and post-ticketing changes allow travellers and arrangers to self-manage amendments to trips via Savi, and travellers to amend their trips via The FCM Travel App (if enabled). Empowering staff to use this feature will create efficiency for both the company and travel managers, and enable a quick turnaround for trip changes.

GDS Air: Traditional full service airlines
e.g. Qantas, Virgin Australia, Regional Express

API Air: Low Cost Airlines e.g. Jetstar, Scoot, GDS

GDS Hotels: Traditional hotels

Non GDS Hotels: FCM booked direct with the hotel via phone
and THN (The Hotel Network)

AIR	OBT (YES/NO)	CONDITIONS
GDS: Traditional full service carrier (e.g. Qantas, Virgin Australia) Domestic/Trans-Tasman/ International applicable Changes pre-ticketing	✓	Changes can be made pre-ticketing to: date; time; airline; and/or route. Cancellations: Can be made pre ticketing either via OBT, Mobile or via your FCM team.
Traditional full service carrier (e.g. Qantas, Virgin Australia, Regional Express) Domestic only applicable for changes post-ticketing	✓	Changes (domestic only) can be made to: <ul style="list-style-type: none">• Through fares• Change one or more sectors• Mixed airlines• Date change NB: Route changes & changes to a booking once first flight has been flown are not permitted. In order to make a change online after the ticket has been issued, the original booking must have been made online. If an FCM Travel Manager has made the booking or Travel Agent Takeover you will not be able to make any changes to that booking online. You will need to contact the FCM team. Where a booking contains GDS and API segments, only the GDS segments can be changed. Changes - Trans-Tasman and International: Via your FCM team only. Cancellations: Via your FCM team only.
API: Low cost carriers (e.g. JetStar, Scoot) Domestic/Trans-Tasman/International	✗	No online changes or cancellations for flight bookings containing API carriers. Must be done via your FCM team.

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LAND - HOTEL	OBT (YES/NO)	CONDITIONS
GDS Hotels: Traditional hotel Changes & cancellations: Domestic/ Trans-Tasman/ International	✓	<p>GDS hotels can be changed and cancelled online. If the same rate/room category is not available for the entire new date range, the change will not be successful.</p> <p>Keep in mind that the rules/conditions of the original booking still apply.</p> <p>NB: Changes or cancellations can not be done online on the day that you are checking in to the hotel.</p>
Non-GDS hotels Changes & cancellations: Domestic/ Trans-Tasman/International	✗	<p>These trips will not show the users name, it will appear as your FCM reservations team in the OBT.</p> <p>Therefore, the user will not be permitted to change or cancel a non GDS hotel sector; rather they must contact the FCM team.</p>
THN: The Hotel Network (regional hotels consolidator) Changes & cancellations: Domestic Only Trans-Tasman & International - not applicable	<p>Changes: Refer conditions</p> <p>Cancellations:</p> <p>✓</p>	<p>Changes:</p> <ul style="list-style-type: none">When changing the dates of a confirmed booking, it will downgrade to "On Request". THN date changes will be placed "On Request" and subsequently updated by THN offline within 24 hours. If the booking can be confirmed for the new set of dates the status and rate amount will be updated in the OBT.When changing the hotel for a confirmed booking, the booking status will:<ul style="list-style-type: none">Stay as "Confirmed" if the new room is available.Downgrade to "On Request" if the new room is not available. <p>Cancellations:</p> <ul style="list-style-type: none">Via OBT (considered best practice).Alternatively contact your FCM team (on behalf of the Travel Booker, the Travel Consultant will contact THN and request the booking be cancelled).



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LAND - GROUND TRANSPORT	OBT (YES/NO)	CONDITIONS
Car Rental Changes & cancellations: Domestic/Trans-Tasman/International	✓	Both changes & cancellations can be made online.
Transfer via Get Picked Up (Australia), Air New Zealand Taxi's (New Zealand) Changes & cancellations: Refer to conditions	✗	
BUNDLED – MULTI SERVICE	OBT (YES/NO)	CONDITIONS
Online booking involving Air GDS and Land Non-GDS hotel		Booking cannot be changed or cancelled online and you will need to contact your FCM team. For more information please refer to Air and Land sections of this document.



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When to contact FCM

TERM	DESCRIPTION	CONTACT
Group Bookings	10 or more travellers is classified a group booking	Group bookings can only be made through the FCM team (email)
Quoting	Domestic	Online
	Point to Point International	Through FCM team via email
Booking (Domestic/International)	Domestic	Online Booking Tool
	Airlines	Fly Corporate, Fly Pelican, JetGo, Alliance Airlines and other regional airlines (except Regional Express) must be booked through the FCM team via email
	International Point to Point	Online Booking Tool
Profiles	To be created through the online booking tool	
	Travel Arrangers can create profile for others, through the Admin tab	
	New Travellers can create a profile on the HUB login page.	
Technical Support	Password Reset, online booking tool errors, Profile errors etc.	Contact FCM team via phone/email
	Emergency changes, cancellations or Bookings with 24 hours of travel	Contact FCM team via phone












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How is approval affected by changes post-ticketing? Approval for changes is possible, but requires further discussion with an FCM technical support team member to assess suitability.

Serko Online bookings are able to be amended. All other booking types require amendments to be made via your dedicated travel manager.

FLIGHT INFORMATION ICONS		BOOKING TYPE ICONS	
	Pending Authorisation		Authorised
	Pending Cancellation		Declined
	Cancelled		Ticketed
			Serko* Online Quick Booking
			Original Quick Booking taken over by TA
			Travel Agency Booking
			Custom Booking
			Serko Online Group Booking



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Glossary

TERM	CLARIFICATION
OBT	Online Booking Tool - create new/change/cancel bookings for Air, Hotel & Car
Mobile	Mobile app for viewing/booking/changing travel
Changes pre-ticketing	Changes made before a flight ticket has been issued
Changes post-ticketing	Changes made after flight tickets are issued - possibly incurring change fees
Offline	Travel arranged via phone/email with a travel manager
API	Airlines that are not available in the GDS
GDS	Global Distribution System -enables transactions between the airlines, hotels, car rentals & Travel Agencies
Non GDS	A supplier that requires bookings to be made via phone/email by the travel manager
Through Fare	Ticket that is priced from departure destination to arrival destination
On Request	When a booking is not confirmed with THN
THN	The Hotel Network
Travel Agent Takeover Booking	Original booking made online but FCM Travel Solutions team took over the booking or amended in some way
GPU	Get Picked Up (domestic Australia transfer service)