

Access FCM Platform via the [UQ Travel website](#) under the **Travel Approval and Booking (Staff)** tile.

## 1. FCM Platform home screen

**PLEASE NOTE: The FCM Platform WILL TIME-OUT AFTER 15 MINUTES. Should this happen you must gain access by logging back in via the UQ Travel website. You cannot log back in via the FCM Portal Login screen.**

Itinerary management – you can import an existing booking not made through FCM/Savi so all your itineraries are stored in one place.

Importing documents here DOES NOT register the non FCM booked travel with International SOS. Non FCM booked travel details **must** be manually registered in the traveller's [International SOS](#) My Trips profile.

## 2. Searching a profile:

Default filter is *Only my travellers* (profiles assigned to you as travel arranger), uncheck and click 'Apply' to view all FCM Platform profiles.


See Section 5.

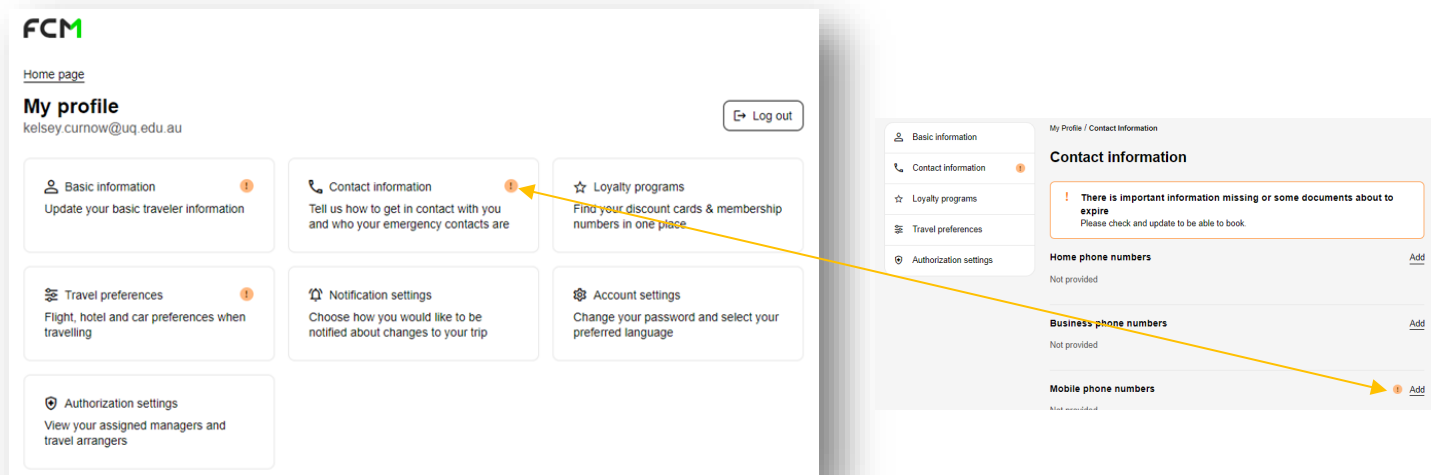
4. Click on the relevant profile to view Trips and Profile Information.

## 3. Self-assigning a profile:

Click on the icon to assign or unassign a traveller profile

## 4. Managing a self-assigned staff profile

Update any missing **mandatory information**. Look out for the alert  and add any missing details in the relevant section/s. Should the missing mandatory profile information not be updated you will not be able to proceed with making a booking.



**Mandatory information** includes: (some details will be pre-populated)

- Prefix
- Name (must match your passport or national ID card)
- Gender
- Email address
- Preferred departure airport
- Mobile phone number

**Key profile information** - there are 3 main areas of a profile to check:

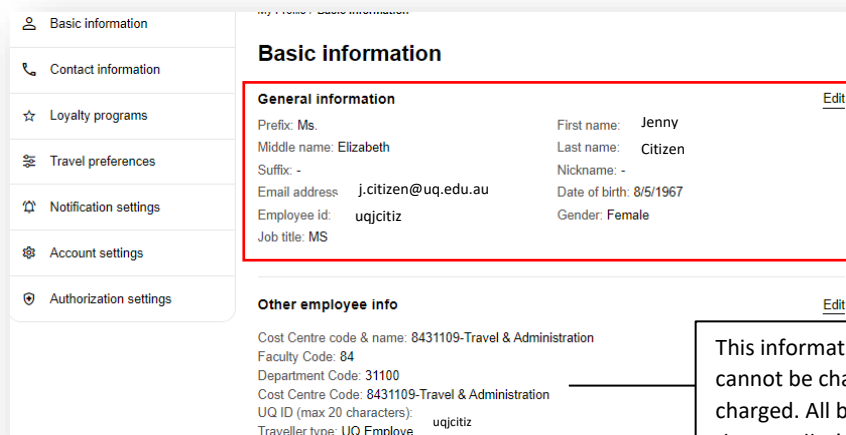
- **Basic information** – prefix, name, date of birth, passport, (visa if relevant)
- **Contact information** – mobile phone
- **Loyalty programs** - membership numbers

### Basic information

The traveller's name **MUST** match what is shown in their travel documents (e.g. passport or national ID card).

This is the information that will be displayed on the travel documentation. It is the staff member's/travel arranger's responsibility to check the 'General information' details are correct before making a booking.

Gender and date of birth **MUST** be added to the profile before booking. This information is required by certain countries and airlines prior to travel.



This information is provided via a HR data feed and cannot be changed. This **is not** where a booking will be charged. All bookings via FCM/Savi will be charged to the traveller's default chart string in ExpenseMe Pro.

**Passport documents**  
Not provided

**Visa documents**  
Not provided

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 in the **Basic information** section when a passport is within 6 months of expiry.

Click **Edit** or **Add** in the relevant section, update information and **Save/Add**. Repeat as required.

## Contact Information

Make sure contact details are always up to date. This is important to ensure the traveller receives important information such as changes or emergencies whilst travelling.

**FCM**

Home page

- Basic information
- Contact information**
- Loyalty programs
- Travel preferences
- Notification settings
- Account settings
- Authorization settings

My Profile / Contact Information

### Contact information

**Home phone numbers**  
Not provided

**Business phone numbers**  
Not provided

**Mobile phone numbers** [Add](#)

Country: Australia 61      Phone number: 123456789      ⋮

Only the below mobile phone number, and the email address in *Basic Information-General information* will be utilised for booking.

Any additional contact email you wish to use while travelling should be updated in the staff member's International SOS [MyTrips](#) profile.

Click **Add** in the relevant section, update information and click **Add**. Repeat as required.

## Loyalty programs

Store loyalty program details here to have them automatically added to a booking, allowing the traveller to take advantage of the benefits that go with the membership.

**FCM**

Home page

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My Profile / Loyalty Programs

### Loyalty programs

**Memberships** [Add](#)

Type: Air      Vendor: Qantas Airways

Number: 1234567      ⋮

**Edit details**

**Discount cards** [Add](#)

Not provided

**Add: Memberships**

Type \*

Vendor

Number

Click **Add** in the relevant section, update information and click **Add**. Repeat as required.

## 5. Create a profile (Non-UQ staff profiles only)

**New profile**

To access the FCM Platform new employees require an account that is linked to your company/entity.

**1** **Create manually**

You can create a profile for a new employee on their behalf, using the basic information you have about them.

**Send invitation**

Invite the new employee to create a profile for themselves.

**NEVER** Send invitation to any traveller (UQ Staff, UQ student or Non-UQ person) to create a profile.

- UQ Staff profiles are auto-created.
- All Non-UQ staff profiles **must** be created by a travel arranger.

### **2** Complete required fields (★). Click *Send*

**Create manually**

Get started by creating a profile for your new employee using the basic information you have about them.

★ Prefix  
Choose an option...

★ First name \*  
First name

Middle name  
Middle name

★ Last name \*  
Last name

Suffix  
Choose an option...

★ Gender  
Choose an option...

Nickname  
Nickname

★ Email address \*  
Email address

Employee id  
Employee id

★ **Mobile phone**  
Not provided

★ **Passport**  
Not provided

★ Departure airport  
Departure airport

Assign me as the arranger

★ **Other employee info**

★ Cost Centre code & name \*  
Please select an option

★ UQ ID (max 20 characters) \*  
UQ ID (max 20 characters)

★ Traveller type \*  
Please select an option

**PLEASE NOTE:** Including an email address will generate an email to the Non-UQ staff traveller advising them a profile has been created. They will not have access to FCM Platform.

Use a dummy email if you **do not** wish the traveller to receive the email.

All booking documents are forwarded to the UQ staff member making the booking, not the traveller.

**Do not complete Employee ID**

Enter Non-UQ staff UQ ID e.g. traveller first and last name.

**Do not enter your staff UQ ID.**

**NEVER** create a profile for a UQ Employee (UQ staff member). All UQ staff profiles are automatically created via the data feed from Workday.

### Additional information on FCM Platform and FCM Platform for mobile:

Refer to [UQ Travel website](#) for Six steps to travel (staff)

\* [Welcome to your FCM Platform](#) e-Learning module

\* [FCM Platform for Mobile](#) e-Learning module

\* (may contain content not relevant to UQ travel arranger processes)