FCM Platform – User Guide (UQ Staff traveller)
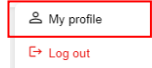
THE UNIVERSITY OF QUEENSLAND AUSTRALIA | CREATE CHANGE

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

FCM Platform home screen

To enter your profile: Click on your name and 👤 My profile / 🡒 Log out

Link to Savi — Book trip

Search all your trips booked through FCM and Savi

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 your International SOS My Trips profile.

Mandatory profile information

When you first log in to your profile, you may find some mandatory profile information is missing. Look out for the alert ⚠ and add any missing details in the relevant section/s. 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.

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

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

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 3 main areas to check when you first log in to your profile in FCM Platform:

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

Basic Information

Your 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 the 'General information' details are correct before making a booking.
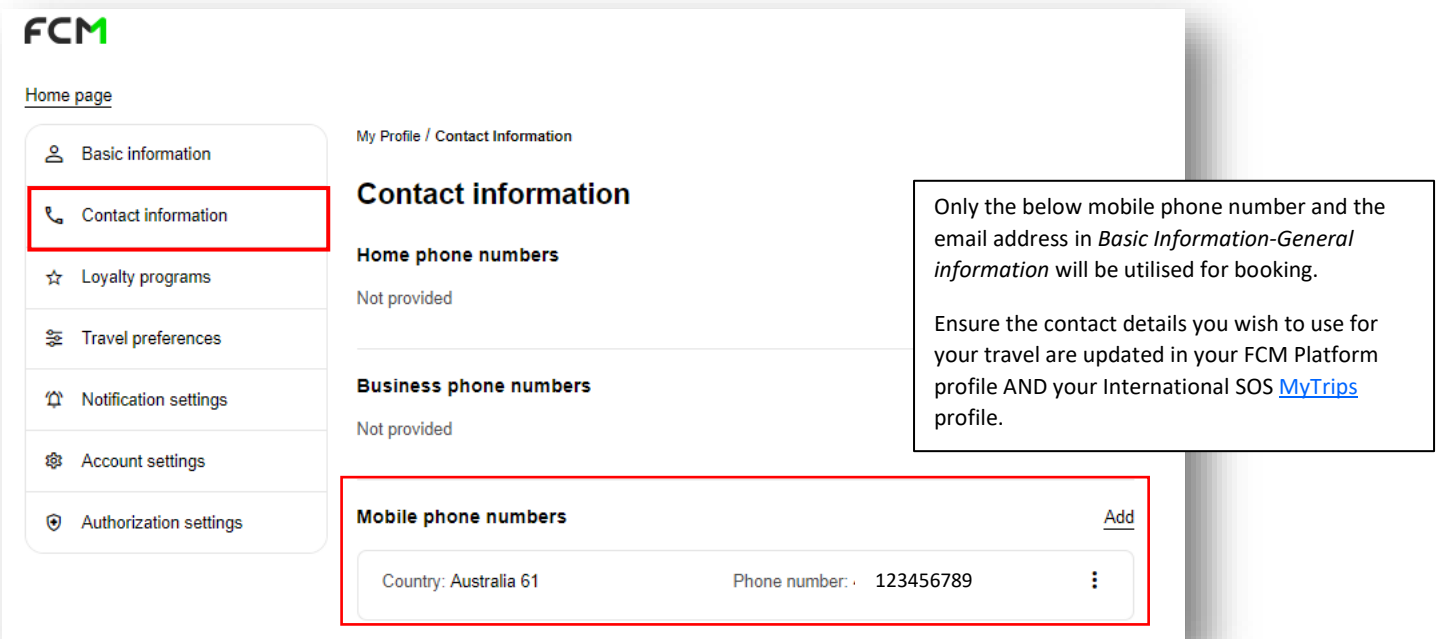
Your gender and date of birth MUST be added to your profile before you proceed. This information is required by certain countries and airlines prior to travel.

Home page

| Basic information |
| Contact information |
| Loyalty programs |
| Travel preferences |
| Notification settings |
| Account settings |
| Authorization settings |

My Profile / Basic Information

Basic information

General information — Edit

Prefix: Ms.
Middle name:
Suffix: -
Email address: i.citizen@uq.edu.au
Employee id: uqjcitiz
Job title: MS

First name: Jenny
Last name: Citizen
Nickname: -
Date of birth: 8/5/1967
Gender: Female

> Gender and Date of birth must be added to your profile before you proceed.
>
> This information is required by certain destinations prior to travel.

Other employee info — Edit

Cost Centre code & name: 8431109-Travel & Administration
Faculty Code: 84
Department Code: 31100
Cost Centre Code: 8431109-Travel & Administration
UQ ID (max 20 characters): uqjcitiz
Traveller type: UQ Employee

> 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.

Redress and Known Traveler Number — Edit

Known Traveler Number: -
TSA Redress number: -
Known Traveler Country: -
Redress country: -

Id card documents — Add
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 your **Basic information** and **Passport documents** section when your passport is within 6 months of expiry.

Passport documents
Not provided

Visa documents — Add
Not provided

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

Contact Information

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.
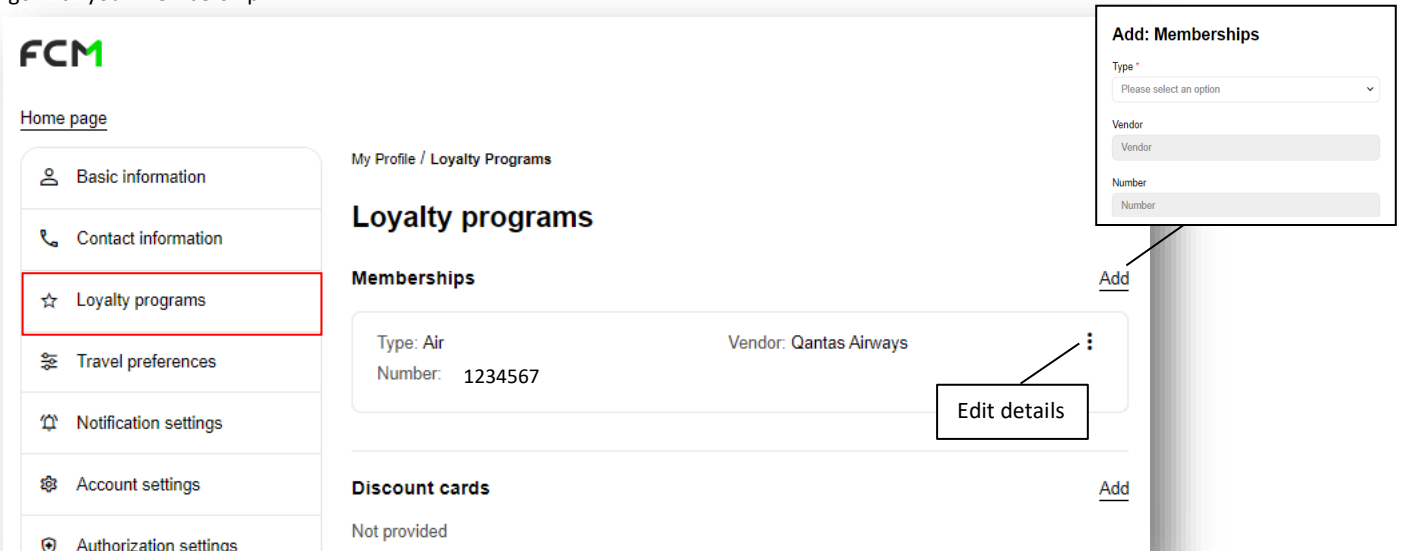

Only the below mobile phone number and the email address in *Basic Information-General information* will be utilised for booking.

Ensure the contact details you wish to use for your travel are updated in your FCM Platform profile AND your International SOS MyTrips profile.

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

Loyalty programs

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.

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

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 processes)