

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

1. FCM Platform home screen

Click on [Menu Icon] to view this menu

Link to Savi

Book trip

Link to your profile

My trips
Upcoming trips | Past trips

Search all of your trips booked through FCM and Savi

Can't find a booking?

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

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.

Where to next?
Trips booked with FCM will automatically appear here.

Got a booking you'd like to see here?
[Import booking](#)

2. Searching a profile:

1 Click on [Menu Icon] or open menu and select Traveler management.

Traveler management
Manage your traveler's accounts, profile information, itineraries and travel updates.

Search

Applied filters: Only my travellers X

Star	Profile	First name	Last name	Email
☆	UQTravel	Test Profile		uqtraveltestprofile@

Sort by: First name v [Filters]

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. Create a profile

- Arranger**
 - Only my travellers
- Starred**
 - Only starred
- Travel alert**
 - Affected by travel alert
- Upcoming trips**
 - With upcoming trips
 - Without upcoming trips

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

3 ☆ **UQ Travel Test Profile**
Manage this travelers trips, itinerary and profile information.

Trips
Access and update the upcoming trips of your travelers easily. You can also view past trips.

Profile information
Update the personal profile information, passport and visa documents and payment details of your traveler.

3. Self-assigning a profile:

	First name	Last name	Email	Employee ID	Upcoming trip
☆ 	UQ Travel	Test Profile	uqtraveltestprofile@uq.edu.au	uqtraveltest	

Click on the icon to assign or unassign a traveller profile

Assign traveler
You have selected this traveler to be assigned to you. This will happen immediately and does not require traveler approval.

Assign traveler

Cancel

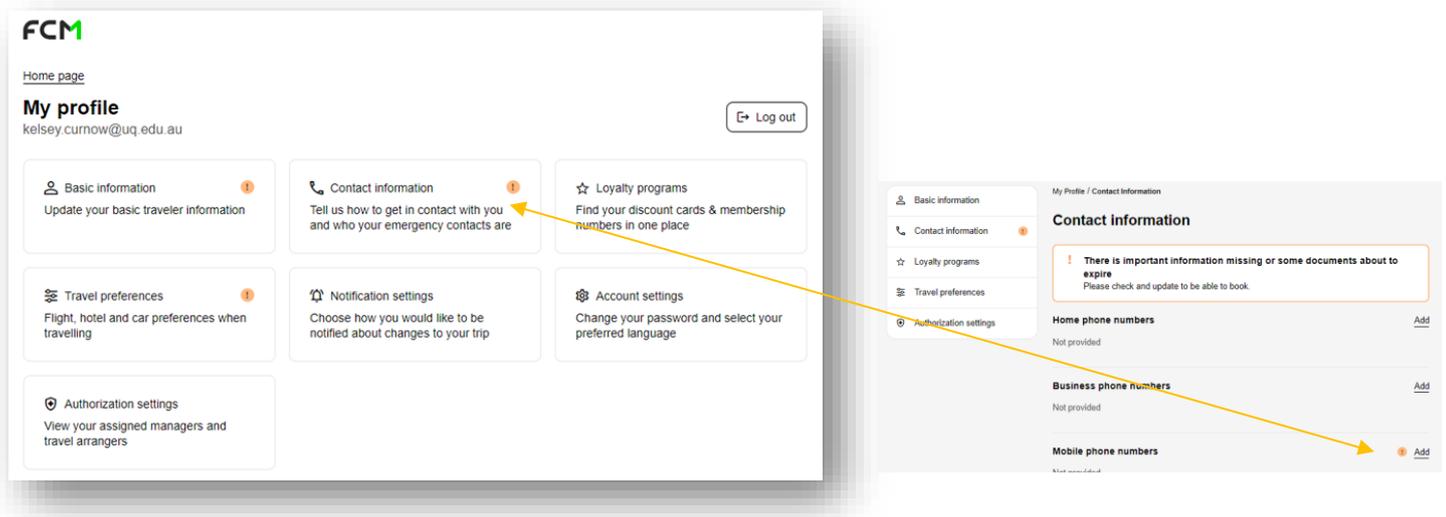
Unassign traveler
You have selected this traveler to no longer be assigned to you. You can re-assign this traveler in future. This will happen immediately and does not require traveler approval.

Unassign

Cancel

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.



The screenshot shows the 'My profile' page with a 'Contact information' section that has a warning icon. A detailed view of this section shows a warning message: 'There is important information missing or some documents about to expire. Please check and update to be able to book.' Below this, there are fields for 'Home phone numbers', 'Business phone numbers', and 'Mobile phone numbers', each with an 'Add' button.

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.

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.

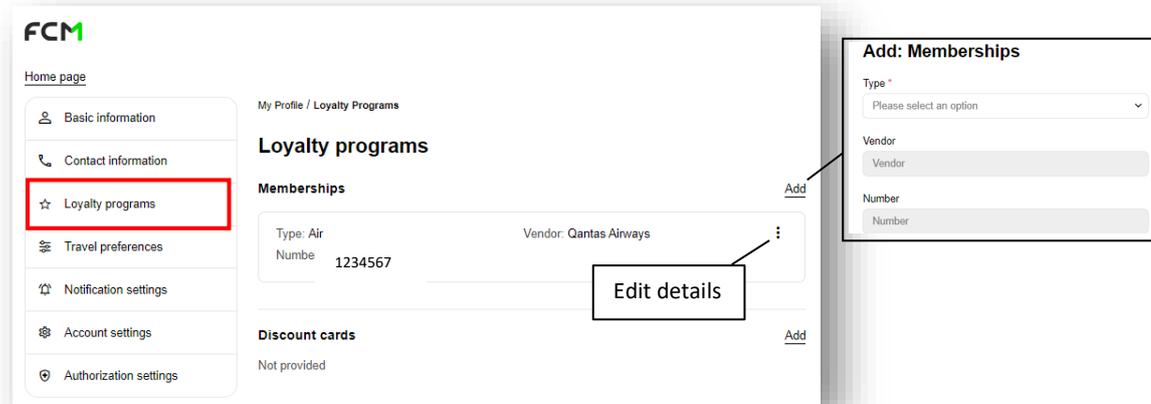
Only the below mobile phone number, and the email address in *Basic Information-General information* will be utilised for booking.

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.

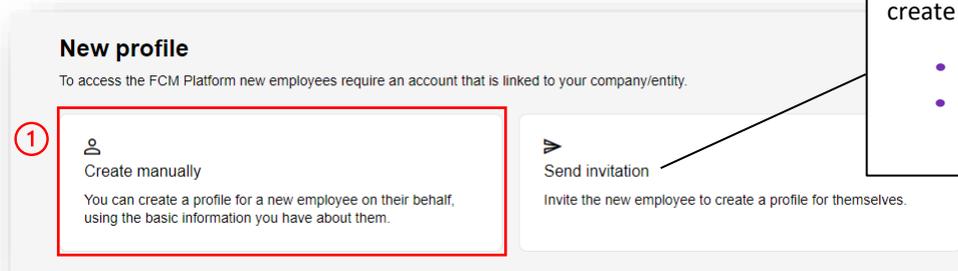
Loyalty programs

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.



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

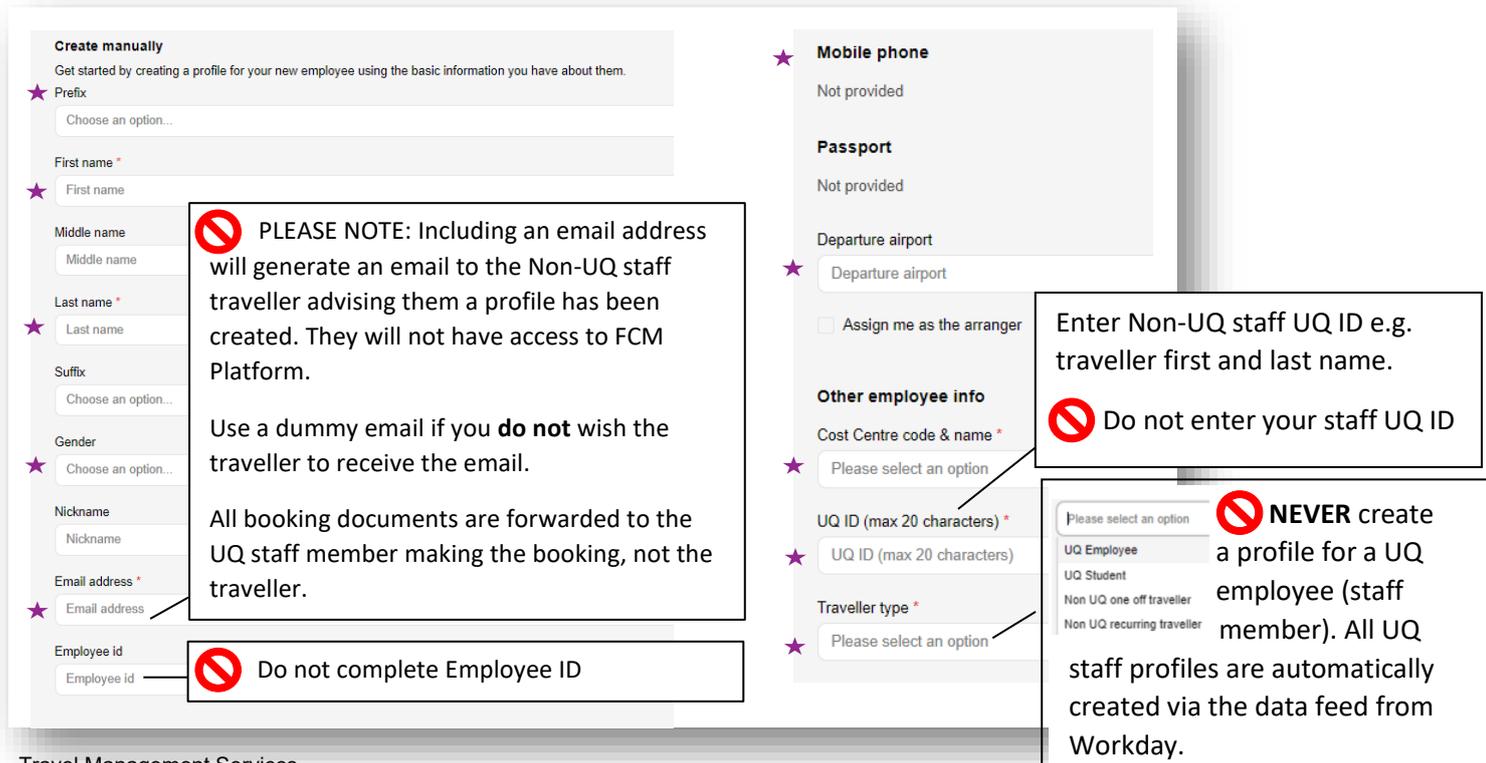
5. Create a profile (Non-UQ staff profiles only)



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*



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)