

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

1.	FCM Platform home screen		
≡ FCI	M	Link to Savi	Book trip 🕜 Help Center 📮 🔯 🔍
였 Traveler m DD Travel III My compa 국는 FCM Admin	Annagement Click on Click on	ps Can't find a booking?	Link to your profile
MINUT in <u>via t</u>	EASE NOTE: The FCM Platform WILL TIME-OUT AFT ES. Should this happen you must gain access by log <u>he UQ Travel website</u> . You cannot log back in via th	ER 15 ging back e FCM	
Itinerai not ma stored	ry management – you can import an existing b Ide through FCM/Savi so all your itineraries are in one place.	e Got a booking you'd like to see here? Import booking	
Import booked travel d Interna	ing documents here DOES NOT register the no d travel with International SOS. Non FCM book details must be manually registered in the trav ational SOS My Trips profile.	on FCM ked veller's	
2.	Searching a profile:		
	ick on 🔹 or open menu and select Traveler m	anagement.	
	1) Travel >	See Sectior	5. Create a profile
=	FCM	Во	ok trip ③ Help Contox 🗘 Þ 🗹 V
R	Traveler management Manage your traveler's accounts, profile information, itineraries and travel updates.		Create profile
<u>⊫</u>	Q. Search		Sort by: First name
+	Applied filters: Only my travelers X First name Last name Email	Default filter is <i>Only my travellers</i> (profiles assigned to you as travel arranger), uncheck and	Arranger Only my travelers

click 'Apply' to view all FCM Platform profiles.

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

Test Profile

ン UQ Travel Test Profile Ianage this travelers trips, itinerary and profile information.		
☑	은	
Trips	Profile information	
Access and update the upcoming trips of your travelers easily.	Update the personal profile information, passport and visa	
You can also view past trips.	documents and payment details of your traveler.	

uqtraveltestpr

QQ UQTravel

☆

∧ Starred

Only starred

Travel alert

Upcoming trips

Affected by travel alert

With upcoming trips Without upcoming trips

FCM Platform – Tips for Travel Arrangers



3. <u>Self-assigning a profile</u>:

First name	Last name	Email	Employee ID	Upcoming trip
≗t UQ Travel	Test Profile	uqtraveltestprofile@uq.edu.au	uqtraveltest	
Click on the unassign a t	e icon to assign or 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 ¹ 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.

FCM					
Home page					
My profile kelsey.curnow@uq.edu.au		[+ Log out			
Basic information () Update your basic traveler information	Contact information	Loyalty programs Find your discount cards & membership numbers in one place	Basic information Contact information	My Profile / Contact Information Contact Information	
Travel preferences	2 Notification settings	Account settings	☆ Loyalty programs 筆 Travel preferences	There is important information missing or some d expire Please check and update to be able to book.	documents about to
Flight, hotel and car preferences when travelling	Choose how you would like to be notified about changes to your trip	Change your password and select your preferred language	Authorization settings	Home phone numbers Not provided	Add
Authorization settings View your assigned managers and				Business phone humbers Not provided	Add
travel arrangers				Mobile phone numbers	Add

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 of 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.	은 Basic information				
	𝐾 Contact information	Basic information	Basic information		
	☆ Loyalty programs	General information Prefix: Ms. Middle name: Elizabeth Suffix: -	First name: Jenny Last name: / Citizen Nickname: - Date of birth: 8/5/1967 Gender: Female	Edit	
	Search Travel preferences				
	印 Notification settings	Email address: j.citizen@uq.edu.au Employee id: u uqicitiz			
	錄 Account settings	Job title: MS		_	
	 Authorization settings 	Other employee info	er employee info		
		Cost Centre code & name: 8431109-Travel & Ac Faculty Code: 84 Department Code: 31100 Cost Centre Code: 8431109-Travel & Administra UQ ID (max 20 characters): uqvaffe Traveller type: UQ Employee	Iministrationation	This information cannot be chan charged. All boo the traveller's d	n is provided via a HR data feed and ged. This <u>is not</u> where a booking will be okings via FCM/Savi will be charged to lefault chart string in ExpenseMe Pro.
Pas Not p	sport documents	ng passport details is very usefu Details are automatically a A warning will be triggered	I for two reasons: dded to bookings for c d in the Basic informat i	ountries who requ i on section when a	ire this before travel. 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

Visa documents

Not provided

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.

Add

FCM			
Home page ▲ Basic information ┖ Contact information ☆ Loyalty programs	My Profile / Contact Information Contact information Home phone numbers Not provided	Only the below mobile phone number, and the email address in <i>Basic Information-General</i> <i>information</i> will be utilised for booking. Any additional contact email you wish to use	
	Business phone numbers Not provided	while travelling should be updated in the staff member's International SOS <u>MyTrips</u> profile.	
Authorization settings	Mobile phone numbers Country: Australia 61 Phone number: 412434	Add : 123456789	

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



NEVER Send invitation to any traveller

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		Add: Memberships
Home page		туре *
Basic information	My Profile / Loyalty Programs	Please select an option 👻
€ Contact information	Loyalty programs	Vendor Vendor
☆ Loyalty programs	Memberships	Add Number
✤ Travel preferences	Type: Air Vendor: Qantas Numbe 1234567	Airways :
O Notification settings		Edit details
Account settings	Discount cards	Add
 Authorization settings 	Not provided	

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

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



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

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 *	Mobile phone Not provided Passport Not provided
 First name Middle name Middle name Last name Last name Last name Last name Last name Last name Suffix Choose an option Gender Choose an option 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. 	Departure airport Departure airport Departure airport Assign me as the arranger Assign me as the arranger Cother 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 Assign me as the arranger Cost Centre code & name* Please select an option Please select an option Please select an option Assign me as the arranger Please select an option Assign me as the arranger Assign me
Employee Id Do not complete Employee ID	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)