

Travel and Travel Insurance

Frequently Asked Questions

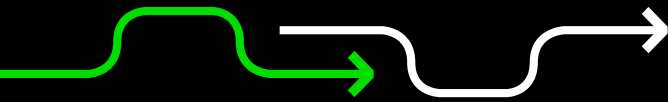


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Travel FAQs

Assistance and Feedback

Q: Where can I find travel related information?

A: All travel related information is contained in the Travel@UNE Hub on the UNE intranet. To access the [Travel@UNE Hub](#) for information or initiate a travel request, select the Travel@UNE icon in UNE's Staff Portal.



Q: Who do I contact for assistance with travel related matters?

A: FCM provides assistance related to travel booking enquiries, including travel quotes and system related issues, and can be contacted during office hours by phone on +61 2 4016 7697 or email at une@fcmtravel.com.au.

UNE's Travel Procedures are available in the Travel@UNE Hub. Select the Travel Policy and Procedures tab to view Travel Procedures. Should you require further assistance relating to Travel Procedures send an email to travel@une.edu.au with your enquiry.

Q: I need assistance to complete my travel booking, who can help me?

A: Clue cards and training materials are available in the Travel@UNE Hub.

If you still need assistance after viewing the Clue Cards and training materials, please contact FCM during office hours by phone on +61 2 4016 7697 or email at une@fcmtravel.com.au. Monthly training sessions are also available – register here.

Q: Who do I contact when a travel booking issue arises out of hours?

A: The emergency phone number for the FCM after-hours emergency service is 1300 662 703 within Australia or +61 7 3170 7823 from overseas. This information is also available in the Travel@UNE Hub.

Q: I'm unable to log-in to the Travel@UNE Hub / I get a Single Sign-On Fail error message / I'm unable to reset my password.

A: Access to the Travel@UNE Hub, FCM Approve and Serko Online booking tool is via Single Sign On (using your UNE username and password). The Travel@UNE Hub can be accessed here. When prompted, enter your UNE username and password. If you still get an error message after correctly entering your UNE credentials please raise a service request in 'ServiceNow' to the IT Help Desk via the UNE intranet.

Q: I'm unable to submit a booking request in FCM Approve. What do I do?

A: First check that you are using a supported browser. The best browsers, and their respective version numbers, to use are: Internet Explorer 11+, Firefox 50+, Safari 7+ and Google Chrome 54+.

If you are using a supported browser but still cannot log-in to FCM Approve, please contact FCM during office hours by phone on +61 2 4016 7697 or email at une@fcmtravel.com.au.

Q: Where can I find a cheat sheet on how to make bookings?

A: Clue Cards and training videos are available in the Training and Helpful Links section of the Travel@UNE Hub. Cheat sheets are currently in development and will be available in the near future in the same section of the [Travel@UNE Hub](#).

Q: Is a travel checklist available to allow me to prepare for my travel?

A: Check lists for various travel scenarios are currently in development and will be available in the Training and Helpful Links section of the Travel@UNE Hub in future.

Q: Are periodic training sessions available for users who do not use the travel system frequently?

A: Monthly training sessions will be conducted by FCM via video conferencing. Details of dates and how to access the training session are in the Training and Helpful Links section of the Travel@UNE Hub.

In addition to the monthly training, a Forum to discuss travel related matters and provide advanced tips and tricks making it easier to use the travel system, will be scheduled quarterly. Details will be available on the Training and Helpful Links section of the [Travel@UNE Hub](#).

Q: Can I access the Travel@UNE Hub, FCM Approve and the Online Booking Tool if I'm not in the office?

A: Yes these can be accessed wherever you have an internet connection.

Q: If I have an issue with a booking that is not resolved? What is the issue resolution process?

A: FCM have an issue resolution process. The process is outlined in the Issue Resolution document available on the [Training and Helpful Links](#) section of the [Travel@UNE Hub](#).

If you wish to escalate the issue within UNE, please email travel@une.edu.au outlining the issue. This email is attended to by UNE staff only.

Q: Where can I send feedback regarding FCM service levels?

A: Select the [Service Feedback](#) option in the [Travel@UNE Hub](#) and complete a short survey to provide feedback directly to FCM. Feedback can also be sent to travel@une.edu.au.

Q: I can log-in to the Travel@UNE Hub but I'm unable to log-in to FCM Approve. Who do I contact?

A: If you can log-in to [Travel@UNE Hub](#) successfully and then have an issue when clicking on the 'FCM Approve' tile please contact FCM for assistance at une@fcctravel.com.au or 02 4016 7697. Include a screen shot of the error message in your email.

Q: Why do travel requests (TRs) become locked?

A: A TR is locked when it's currently in use or open by another user in FCM Approve. TRs are submitted to approval groups which may contain multiple people (e.g. the main approver and their delegates). All approvers in the group will receive an email to approve a TR when the TR is submitted to their group. If any approver clicks on the link in the email to access the TR then it is locked to that approver.

Super users can unlock TRs. If super users are unavailable, FCM can assist.

Q: I am receiving an error "This task has been completed, or you do not have permission to access it."

A: This may occur for a few reasons:

1. If you are trying to approve a travel request and the request is already approved – check the status of the request.
2. The travel request is locked by another user - Super Users within UNE can unlock the request. If you do not know who the Super User is for your area, please contact FCM.
3. The travel request is not yet approved – check the status of the request and request the approver to action.

To access a travel request, log-in to FCM Approve via the [Travel@UNE Hub](#) and then view the status of your travel requests in the "My Active Requests" tab on the dashboard.

Q: Can I book a cheaper quote that I've found somewhere other than FCM?

A: It is UNE policy that all airfares paid for by UNE must be booked by FCM. UNE funded airfares booked elsewhere will result in expense claims being rejected. If you find a cheaper option elsewhere you can contact FCM to request a [Price Beat](#).

FCM has access to discounted airfares, accommodation and car hire and should always be providing multiple quotes for the best logical options. It is usually unmanageable to provide quotes for all available options. If you are not first presented with an airfare quote that suits your needs, FCM can assist in finding further options to suit your budget or routing preferences.

Accommodation is also subject to FCM [Price Beat](#) policy. Staff are required to book accommodation through FCM unless the service is not available through FCM, e.g. Airbnb for Work.

Q: Can I still book through New England Travel Centre or any other travel company?

A: No, FCM is the mandated travel service provider for UNE and must be used by UNE staff.

Q: Can I book directly with an airline e.g. Qantas, Virgin Australia, Regional Express, etc?

A: No, all airfares must be booked via FCM as UNE receive discounted fares which are not available on the airline websites. If you find a cheaper option elsewhere you can contact FCM to request a [Price Beat](#). FCM waives the service fee in this instance.

Q: Can FCM hold international flights for me before I have approval?

A: Yes, FCM can hold a quoted option for a period determined by airlines for international flights. Once FCM has provided you with quotes, please inform the consultant which option you would like FCM to hold. FCM will provide you with the airline's deadline for ticketing in the email containing the detail of the selected option. Please note that airlines usually allow FCM to hold airfares for 24 – 72 hours but varies for each airline. FCM can only issue a ticket to confirm a held booking once your TR has been fully approved. You must contact FCM to confirm a held booking and request tickets to be issued.

It may not always be possible for your TR to be approved within 24 – 72 hours. It is recommended to add a 20% buffer to quoted prices when completing the budget page of the TR to allow for increases in airfares and/or taxes if the TR is not approved within the holding period. You may also want to advise the approver you have a flight being held and ask if they could approve your request as soon as possible.

Please note, when making bookings on behalf of travellers, emails from FCM will go to the booker and not the traveller.

Q: I can't find the traveller's profile in FCM Approve.

A: Staff profiles are created automatically in the [Travel@UNE Hub](#) from a nightly feed from UNE to FCM. If staff profiles can't be found in FCM Approve please raise a service request in 'ServiceNow' to the IT Help Desk via the UNE intranet.

Student or guest profiles must be created in the [Travel@UNE Hub](#) first by following these [instructions](#). Please be sure to follow the [instructions](#) carefully – if the profile details are not correctly entered then the profile will not be able to be created in FCM Approve or synchronised to other systems. After the profile has been created in Travel@UNE Hub allow up to 3 hours for it to be created in FCM Approve. If it still can't be found contact FCM at une@fcmtravel.com.au or 02 4016 7697.

Q: I booked my flights and received my itinerary from FCM but when I arrived at the airport I found there were no flights booked.

A: It is important that bookings are confirmed else it will be cancelled. FCM's standard process is to provide quotes when requested by UNE staff. Once an option is chosen by UNE staff FCM will hold seats on the flights and send a proposed itinerary and formal quote. UNE staff need to carefully review the itinerary to check all dates, flights and name details are correct. Staff then need to reply and confirm to FCM that the itinerary is correct and to proceed with ticketing and provide an approved TR number, cost centre code, project code and activity code. Once these are received FCM will issue the eticket(s) and send a confirmed itinerary.

FCM will clearly instruct staff in the body of the emails sent as to whether it is a proposed itinerary requiring confirmation or a confirmed itinerary including eticket details. If you are unsure please ask your FCM consultant.

Q: What do I do if I have an error in the Travel@UNE Hub, FCM Approve or Serko Online booking tool?

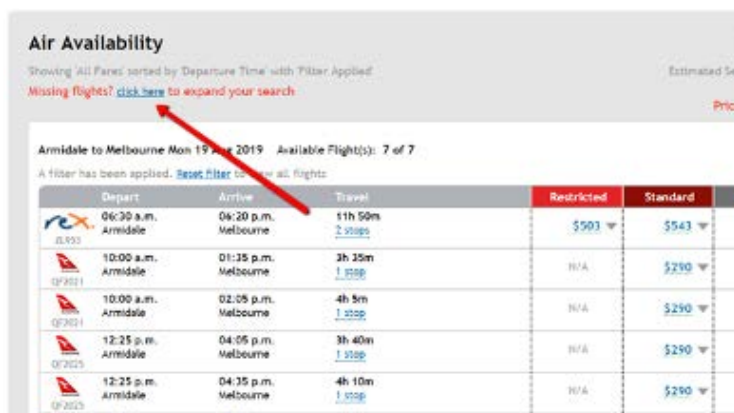
A: Issues and errors must be raised at the time to FCM. Please take a screenshot of the entire page showing the error and email it to FCM at une@fcmtravel.com.au. FCM can assist you in rectifying the issue or, report the issue for further investigation and resolution.

Always check if you are using a supported browser. The best browsers, and their respective version numbers, to use are: Internet Explorer 11+, Firefox 50+, Safari 7+ and Google Chrome 54+.

Q: I can't find the flight I want to book in the Serko Online booking tool.

A: You may need to update the time of travel in the search criteria at the top of the flight search results page in Serko Online. Simply select the time closest to the departure time you wish to travel at and then click 'search air availability.' Serko Online will search again for flights available within 4 hours either side of the time entered.

Some flights may still not appear if there is a connection time at a transit point (e.g. Sydney) that is deemed insufficient by the airline. Alternatively, if you want to see more options with longer connection times at a transit point (e.g. Sydney), click the option 'Missing flights? Click here to expand your search' above the list of search results in the Serko Air Availability screen – see below screen shot. This will provide more flight options which may provide more comfortable connection times at transit points.



Some airlines do not yet appear in Serko Online due to restrictions put in place by the airline. Fly Corporate must be booked by contacting FCM. (FCM is working with Fly Corporate to have their cheapest fares loaded into the Serko Online system for UNE staff to book).

Q: Will FCM advise me of changes to my booking due to adverse weather conditions?

A: It is the travellers' responsibility to check for changes to flight times by visiting the transporting airline's site for flight information. Airlines usually inform travellers of changes to flight times due to adverse weather or other conditions via SMS, phone or email.

Q: What do I do if I'm given a quote from FCM with a very tight connection time between connecting flights?

A: Quotes from FCM will always ensure the minimum connection time for transits between connecting flights is met or exceeded. Airlines set minimum connection times which FCM consultants must adhere to. If you are uncomfortable with the connection times offered by airlines, you should inform your FCM consultant you prefer additional time between connecting flights.

The Serko online booking tool will also automatically display connecting flights that meet or exceed the minimum connection time as defined by the airlines. If you're not happy with the options for connection times displayed in the air availability search results, select the option 'click here to expand your search' found above the list of search results.

Q: Why can I only see Qantas in the online booking tool?

A: For some itineraries (i.e. travel from Armidale to cities beyond Sydney) the online booking tool will only show Qantas options because Qantas is the only airline that operates flights from Armidale to certain destinations such as Melbourne, Canberra, Adelaide, etc. without changing airline. This applies when a TR is created as a return trip for e.g. Armidale – Melbourne. The benefit to travellers here is that their baggage will be checked through to their final destination and their connections in Sydney will be guaranteed should their arriving flight be delayed resulting in a missed connection.

If you would like to see other airline options such as Regional Express and Virgin Australia when travelling beyond Sydney please raise a TR selecting 'multi-city/leg' on the 'Travel Plan' page and add the detail of each sector individually on the travel plan page (e.g. Armidale - Sydney as 'destination 1' then 'Sydney - Melbourne' as 'destination 2' and so on). Once the TR is approved and you enter the Serko online booking tool you will then be able to choose between Qantas, Regional Express, Virgin Australia and Jetstar.

How do I....

Q: How do I initiate a travel booking?

A: By clicking of the plane icon in the UNE staff intranet shown below which will take you to the Travel@UNE.Hub.



Then select FCM Approve to create a TR.

Q: How do I add a travel profile for a new staff member?

A: Staff profiles are created automatically in the [Travel@UNE Hub](#) from a nightly feed from UNE to FCM. If staff profiles can't be found in FCM Approve please raise a service request in 'ServiceNow' to the IT Help Desk via the UNE intranet.

Q: How do I add a profile for non-staff members?

A: Student or guest profiles must be created in the Travel@UNE Hub first by following these [instructions](#). Please be sure to follow the instructions carefully – if the profile details are not correctly entered then the profile will not be able to be created in FCM Approve or synchronised to other systems. After the profile has been created in Travel@UNE Hub allow up to 3 hours for it to be created in FCM Approve. If it still can't be found contact FCM at une@fcmtravel.com.au or 02 4016 7697.

Q: How do I record my name in my travel profile if my name in my UNE HR record is different to my name on my passport?

A: Log into the [Travel@UNE Hub](#) and hover over the 'Travel Profile' menu. Select 'Personal' from the drop down options and update your title and name as it appears on your passport. Other personal details can also be updated on this page.

Q: How do I find a travel profile?

A: Profiles can be found in 2 ways.

1. If you are raising a travel request:

On FCM Approve select 'Raise Travel Request' from the dashboard. On the 'General Travel Information' page choose from either 'another staff member', 'student', 'group', 'guest' or 'contractor' and in the 'Name' field start typing the first name or surname of the profile you're trying to find.

2. If you are not raising a request:

On the Travel Hub select the admin menu and then select 'arranger self- designation'. Follow the prompts to search for a profile.

Q: How do I correct the name of a traveller I'm making a booking for?

A: The first thing that should be done before making a TR or booking is to check the profile details of the traveller and ensure the name is correct and is the same as appears in their passport. (UNE staff are able to check their own profiles by accessing the Travel@UNE Hub.) View [this short video](#) to see how to update your profile or [this short video](#) to see how to update someone else's profile.

Q: How do I see the status of my Travel Request?

A: Search for the form on the dashboard on the home page of FCM Approve. To check the status of the TR, use 'My Active Requests'. The status of the travel request is shown in the first column 'Status'. To view a summary of a TR, use 'My Documents'.

Q: How do I get my travel request approved?

A: All travel requests are sent via workflow within the system for approval.

For domestic travel, only one level of approval is required. This is called a Level 1 approver. Choose the position title of the manager responsible for your business area from the dropdown menu. For academic staff within a faculty this is the Dean or Head of School.

For international travel, two levels of approvals are required. The Level 1 approver is the same as above, the Level 2 approver is the senior executive responsible for your business area. For example, academic staff within a faculty must select the Provost & Deputy Vice Chancellor from the dropdown menu.

Q: How do I find the position title of the level 2 approver in my faculty or directorate?

A: Refer to the UNE [Organisational Chart](#) on the UNE intranet.

Q: How do I change the approver in my TR if I selected the wrong approver?

A: Contact the approver you submitted the TR to in error and ask that they select the option 'I would like to return this request to the requester for amendments' – this will return the TR to you. All fields will now be open for editing and you'll be able to change the approver(s) and resubmit.

Q: How do I add attachments and additional information requested by approvers to a TR?

A: If the approver selected the option 'I would like to return this request to the requester for amendments' then the TR will be listed in your 'My Tasks' tab on the dashboard of FCM Approve. Click 'Launch' on the respective TR and all fields will be open and editable to update pages required and add attachments.

Q: How do I change my travelling dates?

A: Refer to the Changing Form section of the [Clue Card](#) available in the Travel@UNE Hub.

Q: How do I find a Risk Assessment Form?

A: If your travel is to a destination which carries a high-risk rating (as per UNE Travel Policy), the travel request will automatically generate a risk assessment page for your completion.

Q: How do I attach documentation to a TR?

A: Attachments can be added on the TR page named 'Documentation, Declaration & Approvals'. Please note, attachments can only be attached before the request is approved.

Q: How do I add accommodation or car hire to an already approved TR? Can I add accommodation or car hire in Serko Online booking tool if I forgot to include it on my TR?

A: It is not possible to update accommodation or car hire details on your TR if it is already approved. However, you can add accommodation and car hire when making a booking on the online booking tool even though it was not included on the TR. Once the TR is approved, you will be provided with an option to go into the Serko Online booking tool via the 'booking option' page in FCM Approve. Once you are in Serko and have completed selecting your flights and are on the 'Complete Booking' page, select 'add hotel' or 'add car hire' from the 'More Actions' menu to be guided through the process.

If you have already completed the 'booking option' step on the TR, but haven't yet made your booking, you are able to use the Relaunch Serko Online booking tool button on the dashboard of FCM Approve to complete your booking. Note, this is only available for TRs that are eligible to be made via the Serko online booking tool, e.g. domestic travel or simple international one destination trips to the top 20 UNE international destinations.

If you have already completed your booking or didn't select to make your booking online then contact a FCM consultant to request accommodation quotes. FCM can be contacted at: une@fcctravel.com.au or on 02 4016 7697.

Q: How do I cancel a TR?

A: The process to cancel a TR depends on the status of the TR. You can view the status of your form by looking at the status column in your 'My Active Requests' tab on the dashboard of FCM Approve:

Status	Process to cancel/delete TR
Start, Level 1 (2 or 3) Approval, Level 1 (2 or 3) Amendment, Booking Option	Please contact your Super User or FCM to cancel your request. Your request will be permanently deleted.
Approved Trip Update	Find your TR on the 'My Tasks' tab of the dashboard on FCM Approve. Click 'launch' and you will be taken to the 'Approved Trip Update' page. Select 'Cancel the Trip' and enter a reason for cancellation and click submit. Your TR will be cancelled and archived.

Q: How do I change a TR?

A: If the TR has been submitted for approval but not yet approved, contact the assigned approver and ask for the TR to be returned to the requestor (via workflow) for amendments. The TR will be available in your 'My Tasks' tab where you can launch the TR to make the changes. Once you have finished changing the TR please resubmit the TR for approval.

If your TR has already been approved ('Approved Trip Update' status), then only travel dates can be changed on the TR. Find the TR you wish to change on the 'My Tasks' tab of the FCM Approve dashboard and click 'launch' on the TR you wish to change. You will be taken to the 'Approved Trip Update' page. Select 'Update Travel Details' and choose your new travel dates. Click 'Next' to go to the Travel Diary page and update your travel diary to reflect your new travel dates.

If your TR status is 'Booking Option' you must first launch the TR (from the 'My Tasks' tab of the dashboard) and then choose the method of booking you would like for this TR. Once this step is complete the TR will progress to the 'Approved Trip Update' status and then you can complete as per the above.

Q: How do I change a booking after it has been made?

A: Bookings can't be changed in the Serko Online booking tool after they have been made. To make any changes please contact your FCM consultant on 1300 264 184 or 02 4016 7697 or email une@fcmtravel.com.au.

Q: How do I book flights to international destinations in the online booking tool?

A: UNE permit online bookings for simple point to point itineraries (i.e. single destination return trips) to the top approved international destinations. Another requirement to enable booking international travel online is to set Sydney as the 'travelling from' city on the 'Travel Plan' page on your TR. Once Sydney is the departure point and a top destination is selected FCM Approve will provide an option to book online after approval is received. Once your booking is made please contact the consultants at FCM for assistance with adding the Armidale - Sydney return flights to the booking. FCM will not charge an additional fee to add these flights to your booking made online.

The top destinations are Abu Dhabi, Auckland, Bali Denpasar, Bangkok, Beijing, Dubai, Hong Kong, Jakarta, Johannesburg, Kuala Lumpur, London, Los Angeles, Manila, New York, Paris, San Francisco, Singapore, Tokyo and Vancouver. By using Sydney as the departure point on the TR, the subsequent search in the Serko online booking tool will show many options for different airlines. If Armidale is used as the departure point, only Qantas flights will show as Qantas is the only airline to operate flights from Armidale to international destinations.

Q: How do I correct a mistake on my booking in Serko Online?

A: If a mistake has been made please contact FCM immediately. During office hours contact 1300 264 184 or 02 4016 7697 or email une@fcmtravel.com.au. After hours, please contact 1300 662 703 within Australia or +61 7 3170 7823 from overseas. If you book Qantas or Virgin Australia flights and contact FCM the same day the booking was made, FCM is able to help cancel or change the booking avoiding penalties imposed by airlines and hotels. If you have booked Jetstar there is much less chance FCM can cancel or change the booking without a penalty. If you have booked hotel content, please ask the consultant for assistance.

Q: How do I relaunch the OBT?

FCM Approve provides you with the ability to get back into the Serko Online booking tool for any approved TR that is eligible for booking online. To do this simply select the green tile 'Relaunch Serko OBT' from the dashboard of FCM Approve. You will be presented with a list of all eligible TRs that can be relaunched. A search field is provided on this page to assist with narrowing down the list of results. Once you identify the TR you wish to relaunch, select it from the list and click 'next' then follow the prompts to get back into the Serko Online booking tool.

Q: How do I cancel my trip due to illness? What happens when there are cancellation penalties/fees?

A: Contact FCM to cancel your booking by emailing your request either to une@fcmtravel.com.au. Requests to cancel a booking must be received by FCM in writing.

Notify UNE Insurance of the incident by emailing insurance@une.edu.au who will assist you with making an insurance claim for penalties/fees.

Q: How do I book Airbnb accommodation?

A: UNE has an Airbnb for Work account. Travellers can either link their personal Airbnb accounts to Airbnb for Work or create a new Airbnb for Work account using their UNE email address.

Full details of the signup process and user guides are available in the [Travel@UNE Hub](#).

Airbnb for Work bookings will automatically appear in ISoS Travel Tracker.

Q: Can I pay for Airbnb accommodation with my UNE corporate card?

A: Yes, use your corporate credit card as this is the only form of payment.

Q: How do I book travel for family accompanying me on my business trip?

A: UNE are not responsible for accompanying family members for business travel. If a UNE staff member elects to take family members on a business trip, the staff member is responsible for organising and paying for any travel and insurance requirements. FCM can assist with booking family members on the same trip as the UNE staff member. This helps to ensure all family members are on the same booking for the purposes of travelling together on flights. The benefit of a booking via FCM is access to discounted fares, accommodation rates and car hire rates as well as 24/7 support before, during and after travel. Please note, FCM booking fees may apply – please contact your FCM consultant for quotes and assistance.

Q: How do I make a booking for 2 but less than 10 people?

A: UNE requires a TR for each individual travelling for non-group bookings (less than 10 people). FCM Approve provides the functionality of saving a TR as a template so when completing a TR for the first individual be sure to select the option to save the details of the request so it can be used as a template for future requests. Once the first TR is submitted and saved as a template you are able to view your templates under the 'My Request Templates' tab on the dashboard of FCM Approve to start a new TR from a template.

FCM Approve also provides the ability to create a TR for a group. A group is defined as 10 or more travellers on the same trip. A group TR requires a lead traveller name which is entered on the 'General Travel Information' page and a list of all other travellers can be attached as a supporting document.

Q: How do I add 10 or more people into one travel booking e.g. group travel?

A: A single TR can be raised for groups of 10 or more travellers travelling on the same itinerary in FCM Approve. A group TR can be created in FCM Approve by clicking 'Raise Travel Request' on the FCM Approve dashboard and then selecting 'Group' under 'Who is travelling.' You must allocate a lead traveller or UNE staff member responsible for the group travelling. You are then able to attach a list of the individual names of the travellers within the group onto the TR on the 'Documentation, Declaration & Approvals' page.

Once a group TR is approved, you get quotes or make the booking in the following way:

1. For a group for up to 9 people, contact a FCM consultant on 1300 264 184 or 02 4016 7697 or email une@fcctravel.com.au.
2. For a group of 10 or more people, contact FCM Groups on 1300 724 349 or via email at groups@fcctravel.com.au.

Q: Why do I need a TR for each traveller in a group booking?

A: A single TR number is fine if all travellers are travelling on the same itinerary and the trip is being paid by UNE from the same cost centre/project. A separate TR is required if the itinerary is different or an individual has to pay for the travel.

Q: How do I get a copy of a tax invoice from FCM?

A: FCM tax invoices are available in the Travel@UNE Hub. After logging in to the [Travel@UNE Hub](#) hover over the 'Booking' menu and select 'Invoices' from the drop down list. This allows you to access the invoices for your bookings.

If you wish to access invoices for other travellers, assign yourself as their travel arranger by selecting 'Arranger Self Designation' from the 'Admin' drop down menu. Search for their profile and then click 'Self-Assign' – the traveller will be notified you have assigned yourself as their travel arranger. Once assigned select their name from the drop-down list in the red bar at the top right of the Travel@UNE Hub. You will then be masquerading as that traveller and can access invoices for their bookings.

Travel Request Approval

Q: How do I approve a TR?

A: When a TR is submitted to you for approval, you will receive an email from UNE FCM Approve which contains a link taking you to the TR in FCM Approve. Review the details on the TR and all attachments, then on the approval page at the end of the TR select the option on how you wish to proceed, i.e. endorse (approve), return (requires an amendment or further information) or reject (trip declined).

Please note that if you reject the TR it will be completed and locked and no further changes can be made to it. If your intention is for the TR to be amended or further information required, please use the return option.

You can also access all TRs submitted to you for approval by reviewing the TRs assigned to you on the 'My Tasks' tab of the FCM Approve dashboard.

Q: I'm not the correct approver for a TR. What do I do?

A: If a TR has been submitted to you in error please access the TR by clicking the link in the email sent to you by UNE FCM Approve to open the TR in FCM Approve. Navigate to the approval page and select the option 'I would like to return this request to the requester for amendments' – also include a comment that the form should be resubmitted choosing the correct approver.

Q: What if the approver I need to select is not available to approve at the time of submission, e.g. on leave?

FCM Approve has been implemented to allow a TR to be submitted to an approval group rather than to an individual for this very reason. Each approval group has a main approver and one or more delegates attached to it. If the approver you need is not available to approve the TR, the delegates can also access the TR to approve. There is no need to resend the TR to a delegate. All delegates can access all TRs submitted to them for approval by reviewing the TRs assigned to them on the 'My Tasks' tab of the FCM Approve dashboard.

Q: The correct approvers/delegates are not set up in FCM Approve. What do I do?

A: Please report any anomalies to travel@une.edu.au.

Q: How do I pay toll fees when renting a car?

A: Toll fees are not charged back from FCM. Toll fees are charged directly to the traveller's corporate card and should be expensed through ProMaster.

Budgets and allowances

Q: Is there an average airfare and accommodation cost for purpose of estimating travel costs?

A: Yes, refer to UNE Average Ticket & Accommodation Price Guide available on the [Travel@UNE Hub](#) home page under the Training & Helpful Links section.

Q: How can I submit a TR when I don't have an actual price?

A: FCM is able to assist with providing quotes for international travel. These quotes can be attached when submitting a TR for approval and the quoted amounts can be used to complete the budget page of the TR. FCM is also able to assist with tentatively holding a quoted option for a period of time determined by the airlines. Please inform your consultant which option you would like FCM to hold and they will provide you with the airline's deadline for ticketing. Please note that airlines usually only allow FCM to hold airfares for 24 – 72 hours as a rough guide. It may not be possible for your TR to be approved in this time so it is recommended to add a 20% buffer on top of the quoted prices when completing the budget page of the TR to allow for increases in airfares and/or taxes.

Travellers are ultimately responsible for ensuring they are booking travel that is within budget.

The UNE Average Ticket & Accommodation Price Guide available on the [Travel@UNE Hub](#) home page is also available to assist with estimating travel costs when completing the budget page of the TR.

TRs for domestic travel should use the UNE Average Ticket & Accommodation Price Guide available on the [Travel@UNE Hub](#) home page for estimating travel costs when completing the budget page of the TR.

Q: Where will I find information on accommodation, meals and incidental allowances for domestic and international travel?

A: UNE allows travellers to pay for business related accommodation, meals and incidental costs on their UNE corporate credit card up to a reasonable limit as set out in the Australian Government's ATO Taxation Determination Tables are available in the [Travel Policy and Procedure](#) section of the [Travel@UNE Hub](#). Refer to sections 129 to 133 of the Travel Procedures for detailed information and links to the [ATO Taxation Determination Tables](#).

Please note a guide to international accommodation cost is excluded from the ATO Taxation Determination Tables. What is deemed a reasonable cost for international accommodation should be discussed with the approver.

Q: Does UNE have a standard per-diem rate for domestic and international travel?

A: UNE has a per-diem rate for domestic travel only. Meals not paid for by corporate card during domestic travel can be claimed under meal allowances using the expense management system, currently Promaster.

Meals and incidentals for international travel can only be paid on a UNE corporate credit card. Guidelines for reasonable cost limits for international travel is contained in the ATO Taxation Determination Tables. Refer to sections 130 to 133 of the [Travel Procedures](#) for details.

Q: Can I pay the extra cost to stay in accommodation of my choice if it exceeds the guideline accommodation costs? How will I book this in the system?

A: No, this is not allowed; staff are advised to book accommodation in the online booking tool and the cost must be in line with the ATO Taxation Determination Tables guidelines for domestic travel and as agreed with your approver for international travel.

Q: What should I do if I am personally funding my trip or I have a third party paying for some/all of my trip?

A: A TR for approval to travel is still required. If you do not need to book any travel services then select 'Other' on the Travel Plan page of your TR. This allows you to quickly and simply enter the basic details of your travel dates and locations.

On the Travel Budget page of your TR you are able to complete the details of any third party or personal funding towards your trip. Any remaining balance to be paid by UNE will be calculated and displayed on the page. The Travel Budget page requires you to enter at least one expense type and budgeted amount. If UNE are funding any travel expenses for the trip add the detail here otherwise if personally funding or have third party funding for all travel expenses then add any expense type, enter an amount as close to the expected cost as possible and add the same amount in the 'Third Party funded' or 'Employee contribution' fields and the total cost to the university will then show as \$0.00.

Q: Why is the cost centre or project code I need to use not showing?

A: If the cost centre or project code you are searching for has been closed in the UNE finance system then it will not be available in Travel@UNE Hub.

Project codes are updated in FCM Approve weekly.

If your cost centre or project code is not showing in FCM Approve please contact [UNE FPAS](#).

Q: Has UNE negotiated discounted membership rate for Qantas Club and what is the Corporate Scheme number?

A: Yes, UNE receives a corporate discount for Qantas Club membership fees. UNE's corporate scheme number is 110594. Please make sure that your Qantas Club membership details are up to date on the Qantas website, in particular, your residential address and contact details.

If you wish to renew your membership using UNE funds, you must seek permission from your HOS/Dean. If your request is approved, you may pay for your renewal using your UNE corporate credit card. Tax receipts must be retained for the acquittal in ProMaster.

If you wish to renew your membership personally, and still receive the corporate rate, you must pay for your renewal using your own personal card.

Your Qantas Club renewal can be renewed by phone, 13 11 31, and following the prompts.

Fees

Q: What are the service fees UNE pays FCM?

A: Charges for travel services are in accordance with the Service Fee Schedule agreed by UNE and FCM. Basic booking fees (excluding GST) per booking are:

Domestic		International	
Online booking fee	10	Online booking fee	20
Online assisted fee (in addition to online booking fee)	15	Online assisted fee (in addition to online booking fee)	80
Consultant booking fee	25	Consultant booking fee (point to point)	90
Re-issues	15	Consultant booking fee (complex itinerary)	140
		Trans-Tasman and Trans-Arafura booking fee	25
		Re-issues	60

Q: Who pays for FCM booking fees?

A: Booking fees are charged by FCM in accordance with an agreed Service Fee Schedule and will be charged to the cost centre paying for the trip. FCM clearly indicates the fees applicable on each booking on the quotes that are sent to staff.

Insurance FAQ

Q: Who in Finance advises travellers on insurance related matters e.g. take their own travel insurance for any private travel?

A: Travellers should:

- Review UNE's [Travel Procedures](#); or
- Review UNE's [Insurance Page](#); or
- Contact the travel coordinator or super user in your business area; or
- If you still need assistance, email insurance@une.edu.au with your enquiry.

Q: Who in Finance advises travellers if over the maximum days of insurance or organises the extension?

A: Currently a notification advises the traveller the journey exceeds 180 day and the traveller should engage with UNE Insurance. An enhancement in FCM Approve is in progress and once released, the workflow will send an email to UNE Insurance for approval via workflow when a journey exceeds 180 days.

Q: Are travellers covered by UNE travel insurance for private components of a journey?

A: Conditional coverage is available. Refer to section 61 and 62 of [UNE's Travel Procedures](#).

Private travel that exceeds the "incidental" threshold referred to in UNE's Travel Procedures, can be insured at the travellers own expense through [Chub Travel Insurance](#).

Q: Are family members covered by UNE travel insurance when accompanying staff members to business trips?

A: Generally, NO. Refer to section 156 of UNE's Travel Procedures. Insurance for accompanying family/dependents is the responsibility of the traveller and should be purchased through insurance service providers. However, in situations where travellers with disabilities are accompanied by a family member, UNE may make an exception however this should be advised to the insurer prior to travel.

Q: Do we need to know where travellers are for the private section of travel for travel insurance purposes?

A: Yes, refer to Section [UNE's Travel Procedures](#).

Q: How does UNE track where I am during my journey?

A: UNE uses Travel Tracker, available through ISoS, to track staff when travelling on business. The purpose is to provide travellers with support in case of an incident.

When booking through FCM, itineraries are automatically synchronised with Travel Tracker. When bookings are not made by FCM then it is the responsibility of travellers to ensure their itineraries are recorded in Travel Tracker by:

1. Emailing their itineraries to ISoS Support; or
2. Phoning ISoS with their itineraries; or
3. Checking-in to the ISoS App when travelling.

Travellers need to ensure an active phone number and/or email address is available at all times during their journeys so UNE can reach out to them in case of emergencies.

Q: I'm doing lab work at another university that requires a certificate confirming I have insurance covered by UNE, how can I obtain such a certificate?

A: Send an email to insurance@une.edu.au requesting an Insurance Certificate.