goodstart early learning

Adding Traveller Profiles

Preamble

It is essential that the information held within a traveller profile is both accurate and up to date as this information is used to contact the traveller in the event of an emergency. **Please note that new traveller profiles are monitored and any profiles entered with incorrect details will be deleted immediately.**

After creating a profile, flights can be booked immediately however, you will be required to wait a few hours for the profile to flow through to the HRS system in order to make accommodation bookings.
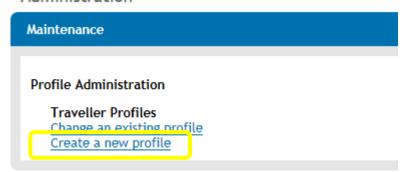
Creating a New Profile

1. Please have the traveller complete the New Traveller Profile Form *(download from the Travel Management page on the intranet).*
2. Login to the CTM Portal and click on 'Profiles' to open the Booking Tool.
3. Select 'Admin' from the top navigational row.

4. Select "Create a New Profile"

5. Complete the "Personal Information" component based on the below guidelines:
   - **Title:** Choose one
   - **First Name:** Exactly as it appears on passport/drivers license (*not including middle name*)
   - **Surname:** Exactly as it appears on passport/drivers license
   - **Email Address:** MUST be traveller's **personal Goodstart Email**
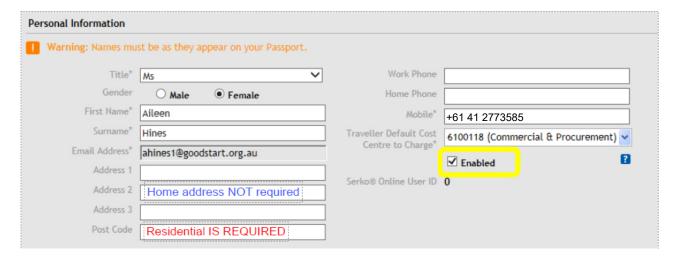   **If they are an approved Goodstart guest, personal email can be used*
   - **Mobile:** must be in +61 xx xxxxxxx format ONLY
   - **Default Cost Centre:** Centre based staff must be set up in their relevant region/state based account. If a cost centre doesn't appear this indicates that the cost centre does not have a travel budget.
   - Ensure the **enabled** box is selected.

   Goodstart approved guests can use their personal email.
   Goodstart staff member's MUST NOT use centre email or own personal email address.
   If your traveller does not have a Goodstart email account, please contact stafftravel@goodstart.org.au.
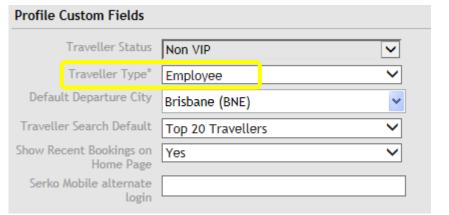

Example:

6. Complete the "Role Groups" component by selecting "Traveller"
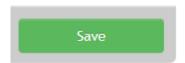
Example:

7. Complete the "Profile Custom Fields" component with "Employee" as the traveller type AND select their departure city.

Example:

Profile Custom Fields

Traveller Status	Non VIP
Traveller Type*	Employee
Default Departure City	Brisbane (BNE)
Traveller Search Default	Top 20 Travellers
Show Recent Bookings on Home Page	Yes
Serko Mobile alternate login	

**If the traveller is an approved guest of Goodstart,
Select 'Guest'

8. Select Save

Save

9. To add frequent flyer details select Preferences > Add Preference and then search for the relevant reward program.

Example:

| Authorisers | Travel Coordinators | Passport/Visa | Preferences | Credit Cards | Audit |

Traveller	Type	Service	Comment/Name
Mrs Aileen Hines	Frequent Flyers	Virgin Australia - Velocity	
Mrs Aileen Hines	Frequent Flyers	Qantas Frequent Flyer	

Add Preference

Preference

⚠ Warning: The name on your Frequent Flyer card must be as it appears on your Passport.

Traveller*	Mrs Aileen Hines
Type*	Frequent Flyers
Service*	Virgin Australia - Velocity
Card Number*	123456789