

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.

The screenshot shows the top navigation bar of the CTM Portal. On the left, there are logos for 'goodstart early learning' and 'serko'. The navigation menu includes 'Home', 'Bookings', 'My Profile', and 'Admin', with 'Admin' highlighted by a yellow box. On the right, the user's name 'Aileen Hines' is displayed with a dropdown arrow, and a 'Logout' button with an envelope icon is visible. Below the navigation bar, a welcome message 'Welcome, Aileen Hines' is shown. A blue bar labeled 'Information' is present, and a 'Quick Booking' button is located in the bottom right corner of the information section.

4. Select "Create a New Profile"

Administration

The screenshot shows the 'Administration' section of the CTM Portal. A blue bar labeled 'Maintenance' is at the top. Below it, the 'Profile Administration' section is visible. Under 'Profile Administration', there are two links: 'Traveller Profiles' and 'Change an existing profile'. The link 'Create a new profile' is highlighted by a yellow box.

- 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 xxxxxxxx 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:

Personal Information

! Warning: Names must be as they appear on your Passport.

Title* <input type="text" value="Ms"/>	Work Phone <input type="text"/>
Gender <input type="radio"/> Male <input checked="" type="radio"/> Female	Home Phone <input type="text"/>
First Name* <input type="text" value="Aileen"/>	Mobile* <input type="text" value="+61 41 2773585"/>
Surname* <input type="text" value="Hines"/>	Traveller Default Cost Centre to Charge* <input type="text" value="6100118 (Commercial & Procurement)"/>
Email Address* <input type="text" value="ahines1@goodstart.org.au"/>	<input checked="" type="checkbox"/> Enabled ?
Address 1 <input type="text"/>	Serko® Online User ID <input type="text" value="0"/>
Address 2 <input type="text" value="Home address NOT required"/>	
Address 3 <input type="text"/>	
Post Code <input type="text" value="Residential IS REQUIRED"/>	

- Complete the “Role Groups” component by selecting “Traveller”

Example:

Role Groups

Travel Admin
 Travel Coordinator
 Traveller (MUST select for all Profiles)

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	