

How to create non-staff profiles in the Travel Hub (Guest/Student/Contractor)

How do I access the Travel Hub?

You can access the Travel Hub by clicking the link to 'Travel Bookings' under the 'More Links' menu on the ACU staff website. Also available via <https://travelhub.acu.edu.au>

The Travel Hub uses single sign-on login. You can use your ACU username & password to sign in. If you are not in ACU premises, remember to use "acustaff\" as a prefix to your login name.

Why do I need to create profiles manually in Travel Hub?

All non-staff travel profiles (guest/student/contractor) must be created manually in the Travel Hub by travel bookers in each responsible area upon the approval from the respective manager.

In case of staff travel profiles, the Travel Hub is updated via an end to end automated procedure implemented within ACU and FCM. Therefore, no manual intervention is required for the creation or deletion of staff travel profiles in Travel Hub. Staff will need to review their profile before bookings are made to ensure their profile is updated with any missing details (e.g. mobile phone number and name as per passport).

How do I create travel profiles manually in Travel Hub?

This document explains how to complete key information. Please make sure the profile is created according to the instructions provided below. Profiles created incorrectly may be deleted via a data validation procedure which is inbuilt within the system.

Who can create travel profiles in Travel Hub?

You need to be setup as a Travel Booker to be able to create travel profiles manually in Travel Hub.

How to I know if I am setup as a Travel Booker?

If you don't see the 'Admin' tab you are not set up as a 'travel booker'. Contact your respective Faculty Finance Manager or Portfolio Management Accountant if your responsibility requires the Travel Booker role.

How do I create a new profile?

Hover your cursor over the 'Admin' tab > Click 'Create New Profiles'. Follow the prompts to complete the fields. You must complete all fields as required.

Important Note: There are some fields with special requirements and you must follow the instructions provided below in creating new profiles in Travel Hub.

If you need assistance please contact FCM
acu@fcmtravel.com.au
02 9423 8010
Or toll free on 1300 555 062

What are the fields with special requirements?

Unique Email Address

Add the traveller's email address. This must be a unique email address not already in another profile in the Travel Hub system.

Traveler's Name

Add the traveler's first and last name as per their passport. Any grammatical marks must be removed (i.e. O'Connell would be OConnell, Anne-Marie would be AnneMarie)

Unique Employee ID

This is a mandatory field and must be unique even though the profile is not for a staff member. Some suggestions are below.

Student - Student ID
Guest / Contractor - Mobile phone number

The mobile phone number must be entered without spaces (e.g. 0412345678)

If you don't have a mobile phone number for the traveler, use the best contact number for that person without spaces (e.g. 0291234567) remembering that this must be a unique entry for every profile.

Exceptions

If you don't have a unique email address for the profile, create a fictional email address that will also be unique.

If you are creating a profile for multiple travellers who are travelling together (e.g. family members) and if you only have the one mobile phone number/email address, then for the first profile add the mobile phone number as above. For the second profile add an 'A' at the end (e.g. 0412345678A) to make it a unique entry, for the third profile add a 'B' and so on (e.g. 0412345678B). Please follow the same rule for the email address.

Complete Remaining Fields

Complete all remaining fields as prompted. Ensure you have green ticks underneath the fields as below to indicate you have completed all fields correctly. Once all fields have been entered select the option 'Save & Exit'.



Profile is Now Available

If all details have been entered correctly the newly created profile is immediately available in the Travel Hub and Serko Online booking tool. If it can't be found in Serko Online please review the profile in Travel Hub and complete any missing fields.

