

FORMER QANTAS GROUP EMPLOYEES PREPARING FOR OUR NEW STAFF TRAVEL ONLINE: THINGS YOU NEED TO DO

1. Update your personal email in Staff Travel Online

1a) Log in to Staff Travel Online by at <https://www.qantas.com.au/stafftravel>. (note: if you are having issues logging in to staff travel please email StaffTravelChanges@qantas.com.au with your staff number, full name and email address and we will email you instructions on how to login).

1b) Select 'My Profile'

1c) Make sure there's an e-mail address in your profile under 'Home details'. We already have your Qantas/Jetstar email address in the system, so ideally you should enter a personal email address here (e.g. using Hotmail, Gmail or other). Type it into the box and select 'Change'.

QANTAS Staff Travel Online **Jetstar**

Home Employee Flights Bookings Duty Travel Info Beneficiary Password Logout

Profile for JOHN SMITH

- STAFF DETAILS
- HOME DETAILS
- HELP

Staff Details

Staff Number: 120111
Appointed: 01 Nov 2004
Staff Travel Date of Joining: 01 Nov 2004
Status: CURRENT
Company: HR CONTROL
Org Unit: EQ HR WORKFLOW APPROVALS
Position: DUMMY EMPLOYEE - APPROVALS
Location: SYDAPC3

Home Details

Email:

1d) If you're unable to update your details via STO, email peopleservices@qantas.com.au with your name and staff number in the subject title

Send

From: jcitizen@gmail.com

To: peopleservices@qantas.com.au

Cc:

Subject: John Citizen - staff number 123456

Hi Staff Travel,

This is my email address that should be registered in the Staff Travel Online system:

jcitizen@gmail.com

Thanks

2. Check your active beneficiary dates of birth in Staff Travel Online

2a) Log in to Staff Travel Online at <https://www.qantas.com.au/stafftravel>

QANTAS Staff Travel Online **Jetstar**

LOGIN

Please note:

- If you encounter any issues accessing Qantas Staff Travel Online or have a password issue (including requests for password resets), please contact the Qantas IT Service Centre on (+612) 9691 6666 and press Option 2. This service is available 24 hours a day / 7 days a week. The Qantas IT Service Centre is available only to assist with system access issues (including password resets) and not with Qantas Staff Travel bookings.
- Employees (current and retired) are responsible for making all Staff Travel bookings for themselves and their eligible beneficiaries.
- Employees are reminded of their obligation to maintain confidentiality of their passwords in accordance with the Qantas Information Technology Policy. Accordingly, sharing your password with any other person (including your beneficiaries) is not permitted and any identified breach may result in disciplinary action and suspension of Staff Travel benefits.

Enter your Staff Number and Password below, then click the 'Login'.

Staff Number:
Staff Password:

Current / Retired employees - Forgotten your password? [Click here](#) to request a new password

Please note: Passwords for retired Qantas Group employees now expire after 90 days. The system will prompt you to change your password.

If you are unable to login with your current password please request a new password via the above link.

If this is the first time you have visited this site: -

Current employees: [Click here](#) to request a password
Retired employees: [Click here](#) to request a password

2b) Select 'Employee/My Benefits'

QANTAS Staff Travel Online **Jetstar**

Home **Employee** Flights Bookings Duty Travel Info Beneficiary Password Logout

My Profile
My Benefits

MYIDTRAVEL AND INTERLINE INFORMATION

Qantas eligible employees can request interline travel on selected carriers via myIDTravel. See below links for details on how to access myIDTravel.

myIDTravel...
> [Quick Reference guide to myIDTravel](#)
> [User Guide](#)

Interline Updates...
> [Latest Interline Updates 22 Jan 16](#)

Interline Agreements...
> [Staff Travel Interline Agreements](#)

LATEST UPDATES

Notices...
> [Qantas Staff Family and Friends Offer](#) 20 June
> [Our New Staff Travel Website FAQ's](#) 20 June
> [New Staff Travel Website FAOS for former employees](#) 22 June
> [How to access the New Staff Travel Website](#) 20 June
> [Updating your personal details for the new website](#) 20 June

Quick Guides...
> [Get the most out of your benefits](#)
> [Booking an Interline Ticket](#)
> [Refunding Your Unused Ticket](#)
> [Beneficiary Eligibility](#)
> [Long Service Entitlements](#)

Travelling on Jetstar...
> [Baggage Allowance on Jetstar](#)
> [Staff Travel on Jetstar](#)
> [Long Service Travel on JQ](#)
> [Dress Standards on Jetstar services](#)
> [Jetstar Travel Checklist](#)

2c) In the following example Mr Oscar Smith is missing a date of birth.

ID	SURNAME	GIVEN NAMES	TITLE	BIRTH DATE	RELATIONSHIP	GROUP
00	SMITH	JOHN	CAPT	21 Mar 1962	EMPLOYEE	A
01	SMITH	OSCAR	MR		PARENT	B
02	SMITH	WILMA	MRS	1 Jan 1930	PARENT	B
09	SMITH	MARY	MISS	1 Feb 1985	DAUGHTER	B
11	SMITH	SUSAN	MRS	1 Mar 1963	DEFACTO	A
15	SMITH	JOSEPH	MR	30 Jan 2005	SON	A

To update your beneficiary birthdates email SHR PEOPLESERVICES (peopleservices@qantas.com.au) and include the following information:

- Your name;
- Your staff number;
- For each beneficiary missing a birth date: their name and date of birth (please ensure this information exactly matches the beneficiary's passport)

From: johnsmith@gmail.com

To: peopleservices@qantas.com.au

Cc:

Subject: John Smith - staff number 123456 - Beneficiary updates

Hi Staff Travel

Can you please update my staff travel beneficiary with their date of birth:

Oscar Smith – 12 August 1940

Thanks
John

FREQUENTLY ASKED QUESTIONS

1. What happens if I don't provide the missing dates of birth for my beneficiaries?

Beneficiaries that don't have a recorded date of birth will not be migrated to the new staff travel system.

If this happens you'll need to re-register your travel beneficiaries in the new system once it goes live. You'll be required to upload a proof of identity document and/or proof of relationship document e.g. a photo of their passport details page, birth or marriage certificate.

2. What happens if I don't wish to provide the missing dates of birth (i.e. as my beneficiary has passed away)?

Your beneficiary details will not be migrated into the new staff travel system.

3. If I don't update dates of birth now but decide I want to re-register my beneficiaries at a later date, what is the process?

You can re-register your travel beneficiaries in the new staff travel system (once it is launched) however you will be required to upload a proof of identity document and/or proof of relationship document for example, a photo of their passport details page, birth or marriage certificate.

4. Can't I update the missing dates of birth details myself using Staff Travel Online?

Unfortunately this update can only be performed by emailing the People Services team – peopleservices@qantas.com.au

5. I think it would be quicker to just call the Qantas Staff Travel Office and have these details updated – can I do that?

No. The Qantas Staff Travel Office is experiencing high call volumes and due to the volume of staff with this missing information, we strongly recommend you simply send an e-mail to allow the phone lines to be used for more immediate travel matters. Your beneficiary dates of birth will be updated in time for the launch of the new staff travel system provided you respond by Friday 8 July 2016.

6. Does this lack of beneficiary information impact on any travel I'm planning with my beneficiary using the current staff travel system?

No, beneficiary travel using the current staff travel system is not impacted in any way. However if this missing information is not provided by Friday 8 July 2016, then your travel beneficiary will not be migrated as an eligible travel beneficiary to the new staff travel system. You'll need to re-register your eligible travel beneficiary in the new staff travel system.

7. Are there any changes to beneficiary eligibility for former employees (who participate under the STAR scheme)?

In our new staff travel system former employees under the STAR scheme will now be allowed to make the following changes:

- One Group A change per annum
- Two Group B changes per annum
- Unlimited Group C and D changes per annum

This is a significant improvement on what's currently permitted i.e. a total of two beneficiary changes throughout the entire period of your post-employment benefits.