

What you need to know: Accessing our new staff travel website

Our new staff travel system will go live on 18 July 2016. Here's some key information about the cutover process and what to expect between now and 18 July.

Getting access: From 18 July you'll receive an email with a link to our new staff travel site as well as your new login and password. This email is unique to you and will contain two links – one to the desktop version of the new site and the other to the mobile version. You only need to reset your password via one of these links.

Password: Your password for our new staff travel site will be separate to the password you use for our existing staff travel system. Our new staff travel site is supported by an external provider, which also means it's *not* linked or synchronised with any other passwords you use on the Qantas or Jetstar networks.

Timings: With nearly 50,000 eligible current and former Group employees to migrate to the new system, we've put a four-day cutover plan in place. This cutover will begin on 18 July.

The date and time you receive your log-on email for the new system is based on your staff number:

Day 1 (AM) – Monday 18 July – Staff numbers 000001 to 121499

Day 1 (PM) – Monday 18 July – Staff numbers 121500 to 151999

Day 2 (AM) – Tuesday 19 July – Staff numbers 152000 to 178999

Day 2 (PM) – Tuesday 19 July – Staff numbers 179000 to 210999

Day 3 (AM) – Wednesday 20 July – Staff numbers 211000 to 399999

Day 3 (PM) – Wednesday 20 July – Staff numbers 400000 to 569999

Day 4 (AM) – Thursday 21 July – Staff numbers 570000 to 809999

Day 4 (PM) – Thursday 21 July – Staff numbers 810000 to 999999

On your allocated day (as determined by your staff number) you'll receive an email from **qfstafftravel@ibs.plc.net** with your login details and a link to the site.

About the log-on email: Current Group employees will receive a log-on email to both your work email address recorded in eQ (or Jetstar's HR system) as well as to your personal email address (if you've entered one) in our existing staff travel system. You only need to action *one* of these log-on emails, not both.

For former Group employees (who are eligible for post-employment benefits), you'll receive one log-on activation email to your personal email address stored in our current staff travel system.

We strongly recommend you check and update your details in our current system by mid-July to make sure you receive the email during your allocated time.



Activating your new staff travel profile: The personalised link in your log-on email will remain active until 31 August 2016, so there's no immediate urgency to log in if you don't have impending travel plans. As the link is personalised for each employee, we ask that you don't forward your activation email on to any other person. If you don't click on and activate your link by 31 August, you'll need to contact Qantas People Services via email (peopleservices@qantas.com.au) or by phone on 1300 303 411 (ext.86111).

Q. What if I don't receive the initial log-on email?

If you don't receive an email (and you've checked your junk/clutter/spam folders) [email Qantas People Services](#). This process also applies to Jetstar employees.

While all efforts will be made to ensure the login emails are distributed according to the above schedule, we do appreciate your patience during these few important days. Please allow an additional few hours post your allocated time slot before contacting Qantas People Services in the event that you don't receive a log-on email. This is in case we experience minor delays in the distribution of these emails.

MANAGING YOUR BOOKINGS AND BENEFICIARY CHANGES DURING CUTOVER

Q. What happens to our existing staff travel site during cutover to the new system?

- **From Monday 11 July** - Beneficiary changes and updates to personal details will be *permanently turned off* in our existing Staff Travel Online
- **From Saturday 16 July** - The ability to create new bookings will be *permanently turned off* in our existing Staff Travel Online.

Q. I have upcoming travel already booked in our existing system – will this be migrated across to the new site?

No, bookings made in the current system won't be migrated. If you need to make changes to bookings created in the old system, or even apply for refunds of existing bookings, you'll still be able to do this through our existing site. We'll keep these capabilities turned on for three months in the existing system to give you enough time to complete.

Any refunds for travel booked in the old system *after* this three month period can be submitted via a manual refund request form.

Important note: Once you've received your log-on email for the new staff travel system (after 18 July), all new bookings need to be made via the new site.

Q. What if I need to make a last-minute booking during this cutover period, and I haven't yet received a log-on email for the new system?

The staff travel call centre will be available to assist with urgent bookings or itinerary changes during cutover. Please only call if your travel is imminent (i.e. in the next 72 hours), otherwise you may unfortunately be denied service if call volumes are high. The staff travel call centre will have additional resources to assist with anticipated call volumes, however their primary focus will be on helping those with imminent travel needs.

Under no circumstances should airport employees be requested to assist in creating staff travel bookings.

Q. What if I need to make a last-minute beneficiary change during this cutover period, and I haven't yet received a log-on email for the new system?

Beneficiary changes during this period will only be granted in the most exceptional of circumstances. For this reason we strongly recommend you make these changes in the current system before we cutover in mid July.

Have further questions on how we'll transition to the new site?

Email stafftravelchanges@qantas.com.au.

