ICANN Global Travel Program

Constituency Travel

FCM TRAVEL SOLUTIONS™

Agenda

Meeting Objectives

New Travel Provider Project Background

FCM Travel Provider Overview

ICANN FCM Travel Program Details

Your FCM Regional Team Details

Your Travel Program

Online Demo of the Travel Portal

Next Steps/Questions/FAQs

FCM Travel Provider Meeting Objectives

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Meeting Objectives – Constituency Travel

The objectives of this meeting are:

- Provide an Overview of the New Travel Provider Transition
- Introduce FCM Travel Solutions, ICANN's new Travel Provider
- Provide the ICANN FCM Travel Program Details
- Review Your FCM Regional Office Details
- Review Your Travel Program
- Review the Online Demo of the Travel Portal
- Review Next Steps, Questions and FAQs

Overview of the New Travel Provider Transition

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ICANN Travel Services Program Updates

- In an effort to improve Travel Services we conducted the following activities:
  - Searched for a vendor with new solutions and different approaches to improve our travel program
  - Focused on finding ways to make travel bookings a global and more efficient process
  - Conducted the Request For Proposal process
  - Invited many travel management companies to participate

What were we looking for in a Travel Provider?

Service Oriented

- Treats all travelers with personalized service
- Need a TMC that provides excellent education/engagement

Cost Conscious

- Need a TMC that is transparent in providing travel options
- Find a balance b/w Travel Policy vs. Personal Preference

Multiple Delivery Platforms

- Need a TMC with suitable tools that can match ICANN travelers' independent style (online, phone and email)
- TMC must provide service wherever ICANN is located to enable reaching stakeholders in languages and business hours of their region.

Why we Selected FCM

- We selected a vendor that will help make the ICANN travel program global while still providing personalized and white glove service/feel
- FCM is the right place for our travel needs
- FCM has a full range of services that will help us grow our travel program

FCM Travel Provider Overview

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FCM
Overview

Our Brands

The FCTG Family

Our
Clients

BOSCH
WPP
IKEA
infineon
ARISTOCRAT
Agility
verizon
Panasonic
Fonterra
Experian
NEWMONT
IRON MOUNTAIN
INCORPORATED
COMMERZBANK
MassMutual
FINANCIAL GROUP
DHL
بروج
Borouge
amadeus
Travelport
BACARDI
Aetna
dyson
Lend Lease
PAREXEL
LEXMARK
StanleyBlack&Decker
Hospira
International
SOS
FUJI xerox
KERRY
AECOM
FUJITSU
Kellogg's
COMVERSE
making your network smarter
PRA
HEIDRICK &
STRUGGLES

Our

Awards

World Travel Awards

World's Leading Travel Management Company,
2011, 2012, 2013, 2014, 2015

Our Presence

Global Footprint

FCM Regional Offices for ICANN

Europe

FCM Agents located in Ireland to support European travelers

- Languages: English, German, Italian, Polish and Egyptian Arabic and Hindi
- FCM Travel Portal

North America

FCM Agents in the US to support North American travelers

- Languages: English
- FCM Travel Portal

Asia/Australia/ Pacific Islands

FCM Agents located in Singapore to support Asia/Australia/Pacific Islands and India

- Languages: English
- FCM Travel Portal

Turkey/Middle East

FCM Agents in Turkey to support Turkey/Middle East travelers

- Languages: Turkish, English
- FCM Travel Portal

Latin America/ Caribbean Islands

FCM Agents in Mexico to support Latin America/Caribbean Islands travelers

- Languages: Spanish, English
- FCM Travel Portal

Middle East/Africa

FCM Agents in Dubai to support Africa/Middle East/Pakistan travelers

- Languages: Arabic, English
- FCM Travel Portal

ICANN FCM Travel Program Details

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ICANN’s Business Objectives in selecting FCM

Service Delivery Model

Hands-on approach
to managing travel

Ensure traveler Health, Safety and wellbeing

Dedicated servicing
in each region

Technology and Reporting

Process and technological advancements

Visibility of all traveler activities

Value Proposition

In line with
savings strategy

FCM Global Fares booked from any market through technology links

Drive compliance to travel policy and guidelines

ICANN Travel Program- What's New

ICANN's Travel Needs	
Centralized Online Portals per region with local language	✓
Dedicated Agents (&)	✓
Local Language and Time Zone support for major regions	✓
Best Fare Sourcing	✓
Cost Savings (more flight options)	✓

Your FCM Regional Team Details

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FCM Operations - Ireland

Agent Bookings (Business Hours and Details):

Agent Working Hours

Hours: Monday - Friday
9:00 am to 5:30 pm local time
8:00 am UTC to 4:30 pm UTC

Ireland Portal Logins:

Constituent:
https://portal.fcm.travel/icannirlcon

Languages:

- English as standard
- Italian
- Polish
- German
- Egyptian
- (Arabic, Hindi – if requested)

FCM Operations - Dubai

Agent Bookings (Business Hours and Details):

Agent Working Hours

Hours: Sunday - Thursday
8:30 am to 5:30 pm local time
4:30 AM UTC to 1:30 PM UTC

Dubai Portal Logins:

Constituent:
https://portal.fcm.travel/icannconsuae

Languages:

- English
- Arabic

FCM Operations - Mexico

Agent Bookings (Business Hours and Details):

Agent Working Hours

Hours: Monday - Friday
8:00 am to 6:30 pm local time
2:00 pm UTC to 3:00 am UTC

Mexico Portal Logins:

Constituent:
https://portal.fcm.travel/icannconsmx

Languages:

- English
- Spanish

FCM Operations - Singapore

Agent Bookings (Business Hours and Details):	
Agent Working Hours **Hours**: Monday - Friday 9:00 am to 6:00 pm local time 1:00 am UTC to 10:00 am UTC	**Singapore Portal Logins:** **Constituent:** http://portal.fcm.travel/icannapac
Languages: • English	

FCM Operations - Istanbul

Agent Bookings (Business Hours and Details):

Agent Working Hours

Hours: Monday - Friday
9:00 am to 6:00 pm local time
6:00 am UTC to 3:00 pm UTC

Istanbul Portal Logins:

Constituent:
https://portal.fcm.travel/consturkey

Languages:

- English
- Turkish

FCM Operations - USA

Agent Bookings (Business Hours and Details):

Agent Working Hours

Hours: Monday - Friday
7:00 am to 6:00 pm local time
2:00 pm UTC to 1:00 am UTC

USA Portal Logins:

Constituent:
https://portal.fcm.travel/cons

Languages:

- English

Your Travel Program

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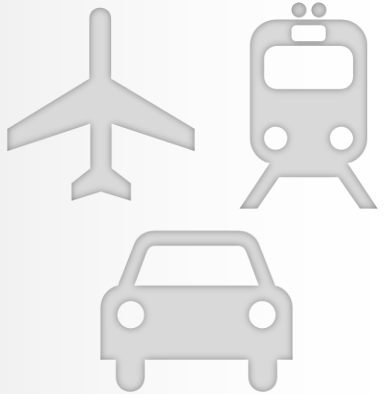
Travel Guidelines

Air	Hotel
All Flights = Coach/economy class	**Hotel bookings for ICANN Meetings and other travel are booked directly through ICANN Constituency Travel**

For the complete list of guidelines, please follow this link:

https://community.icann.org/display/trvlconstit/Air+FAQ

Travel Booking Process



Once you are a confirmed and supported traveler then please note the following:

1. You will receive a ***Welcome Email*** from Constituency Travel which allows you to start booking your ICANN Travel

2. Login to the FCM Travel portal and create/update your profile

3. Submit your travel request to FCM and copy Constituency Travel

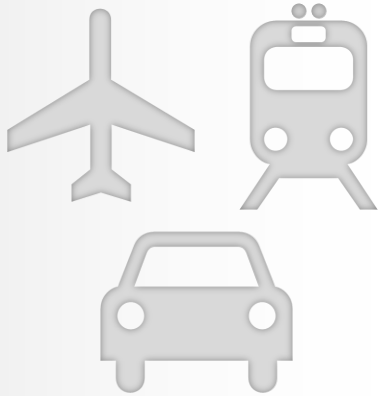
4. Work with FCM local office to finalize your travel itinerary

5. Quality control pre-ticketing check is completed to ensure accuracy/all booking elements align and lowest available fares offered

6. Final itinerary and invoice emailed to Traveler and Constituency Travel

7. 24/7 Assistance available for changes and amendments. Please note that you are responsible for ALL change and/or cancellation fees once your original ticket has been purchased.

Travel Visa



1. If you require a Visa, FCM will provide a travel itinerary for Visa purposes and ICANN Constituency Travel will provide the hotel confirmation for Visa purposes

2. FCM will not process your Visa for you

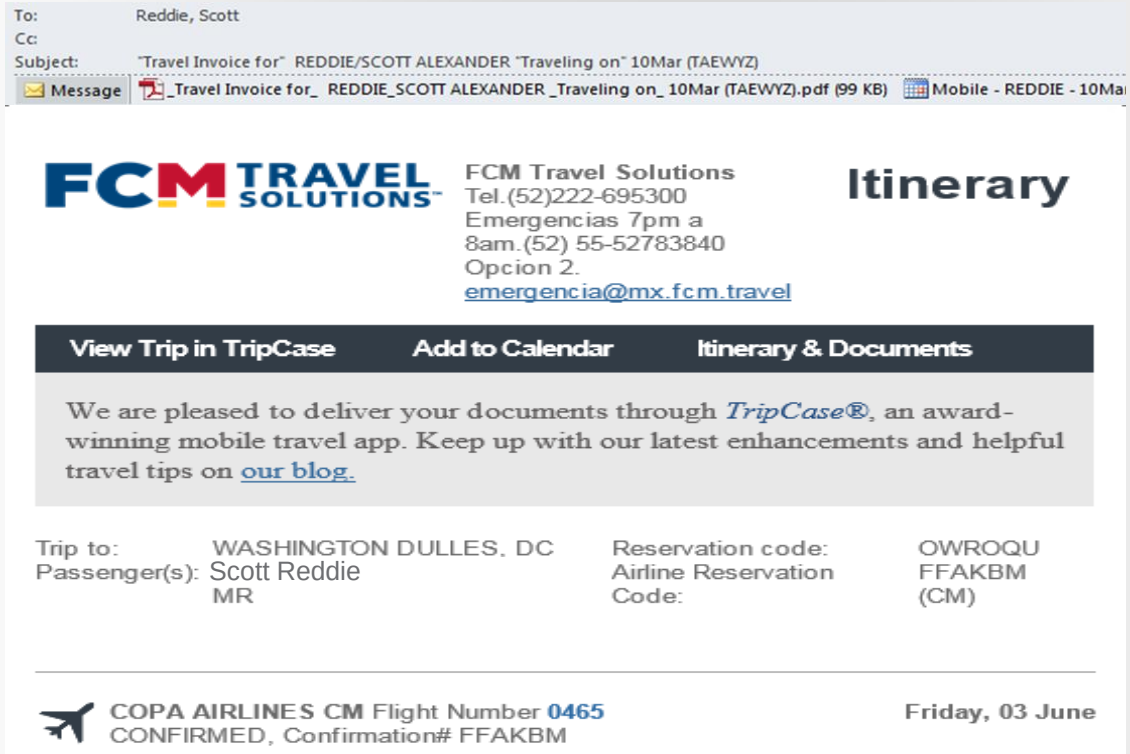
3. FCM agents will not issue your ticket until you are in receipt of your Visa if required

4. Please ensure to include any valid Visa and Passport information on the FCM travel portal under your profile

5. For more information about the Visa process, please click here: https://community.icann.org/display/trvlconstit/Get+a+Visa

Travel Documentation

- The **itinerary/trip information** will be delivered via email. The email will contain the itinerary details file which can be downloaded to a calendar, see sample below:



To: Reddie, Scott
Cc:
Subject: "Travel Invoice for" REDDIE/SCOTT ALEXANDER "Traveling on" 10Mar (TAEWYZ)
Message | _Travel Invoice for_ REDDIE_SCOTT ALEXANDER _Traveling on_ 10Mar (TAEWYZ).pdf (99 KB) | Mobile - REDDIE - 10Ma

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FCM Travel Solutions
Tel.(52)222-695300
Emergencias 7pm a 8am.(52) 55-52783840
Opcion 2.
emergencia@mx.fcm.travel

Itinerary

View Trip in TripCase | Add to Calendar | Itinerary & Documents

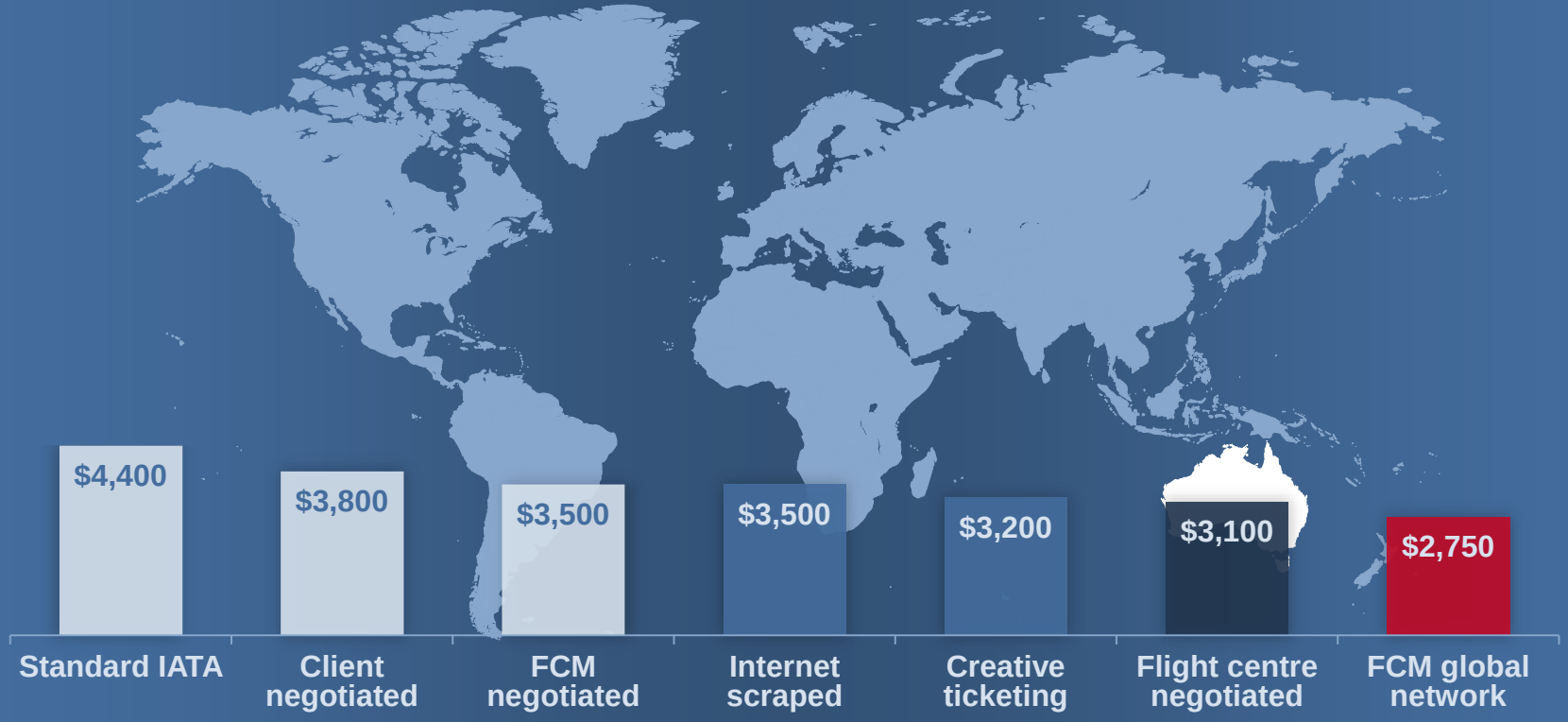
We are pleased to deliver your documents through *TripCase®*, an award-winning mobile travel app. Keep up with our latest enhancements and helpful travel tips on our blog.

Trip to: WASHINGTON DULLES, DC
Passenger(s): Scott Reddie MR
Reservation code: OWROQU
Airline Reservation Code: FFAKBM (CM)

COPA AIRLINES CM Flight Number **0465** — **Friday, 03 June**
CONFIRMED, Confirmation# FFAKBM

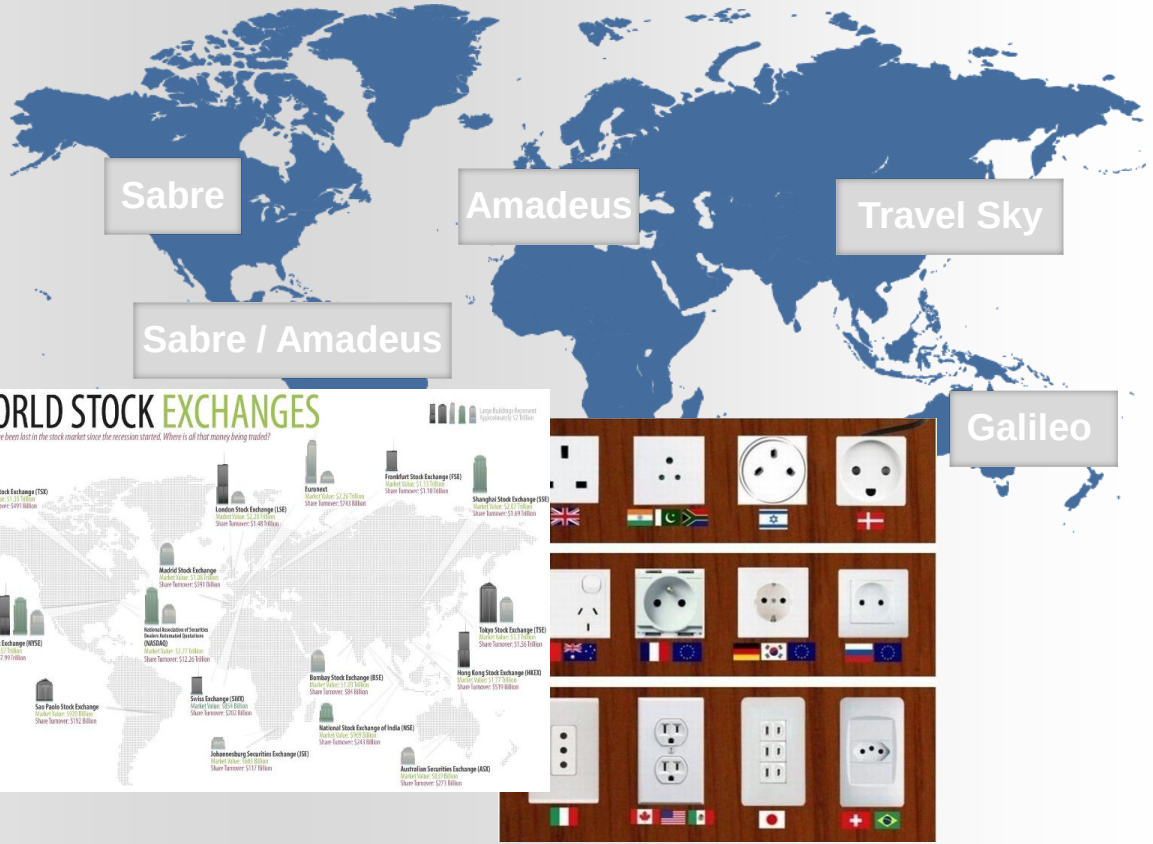
7 Ways To Buy An Airfare

Lowest Fare



Global Distribution Systems & Traveler Profiles

- Just like countries and regions around the world have similar but slightly different power outlets around the world, so too does the travel industry
- FCM and TMC's generally use multiple Global Distribution Systems (GDS's) to access the best local and regional inventory for air, hotel and car bookings
- Every traveler is linked to a FCM booking location
- **What does this mean to ICANN?**
- When a booking is made in one GDS – it must remain in that GDS if you need to make a change it needs to be made with the original point of booking
- Every team around the world has 24/7 access to be able make or change your booking – contact details will be on your itinerary
- Every traveler has a permanent home – meaning you are linked to a booking hub which will be the office you ALWAYS book travel through



Duty of Care

- FCm can only track what is **booked via our systems**
- Make sure your traveler profile is updated with your cell phone number, home contact information and your passport information.
- This is to **ensure the safety of travelers** and so that you can be located in the event of an emergency or crisis situation.

Online Demo

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FCM

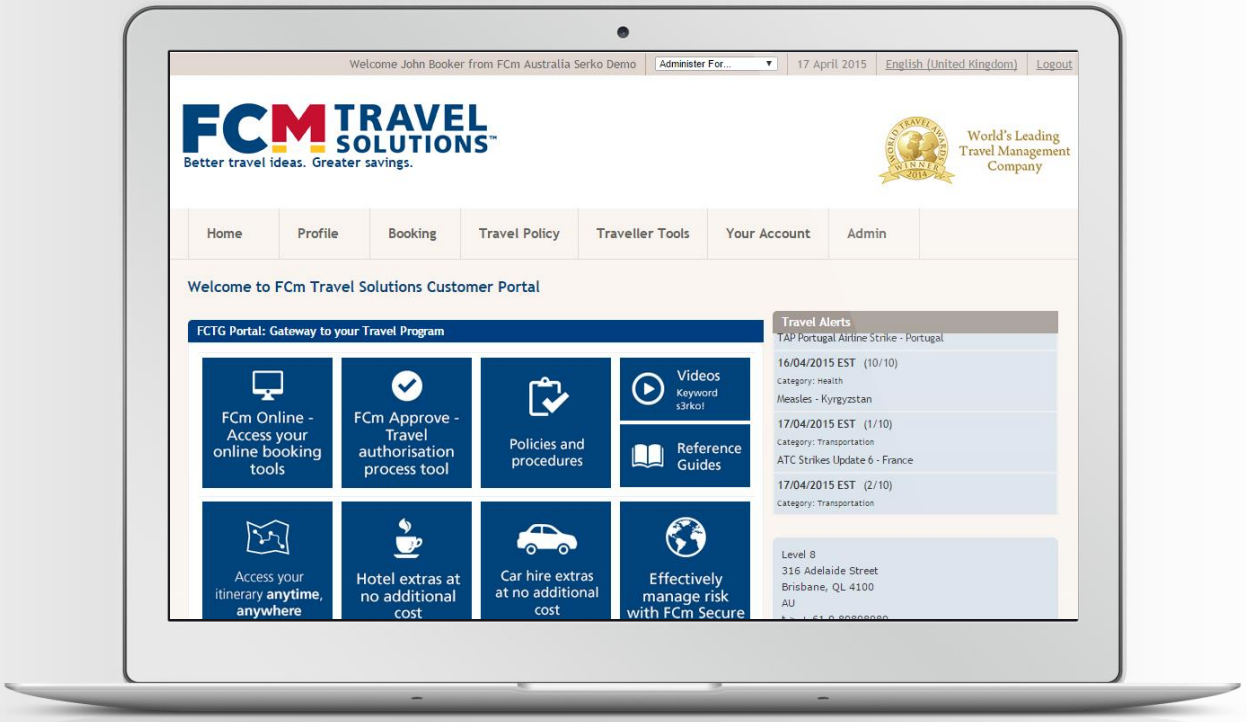
Portal

ICANN Travel policy

Contact details

Live travel alerts

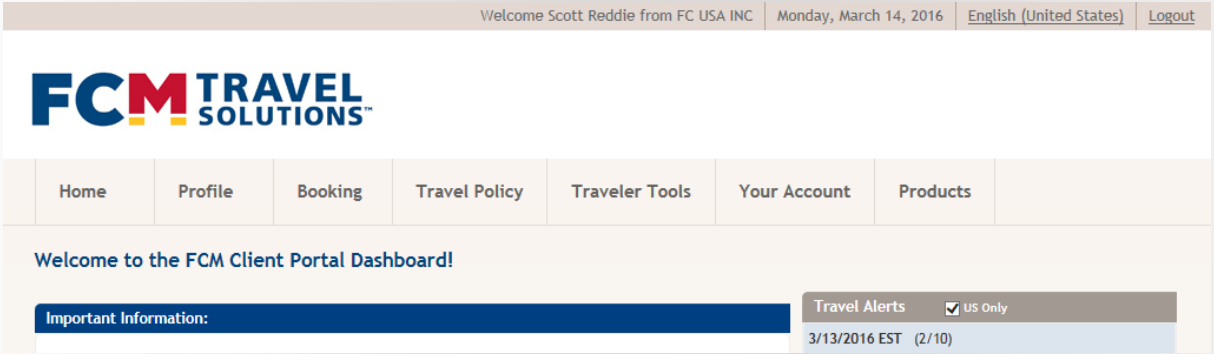
Traveller safety procedures and registrations



Getting started

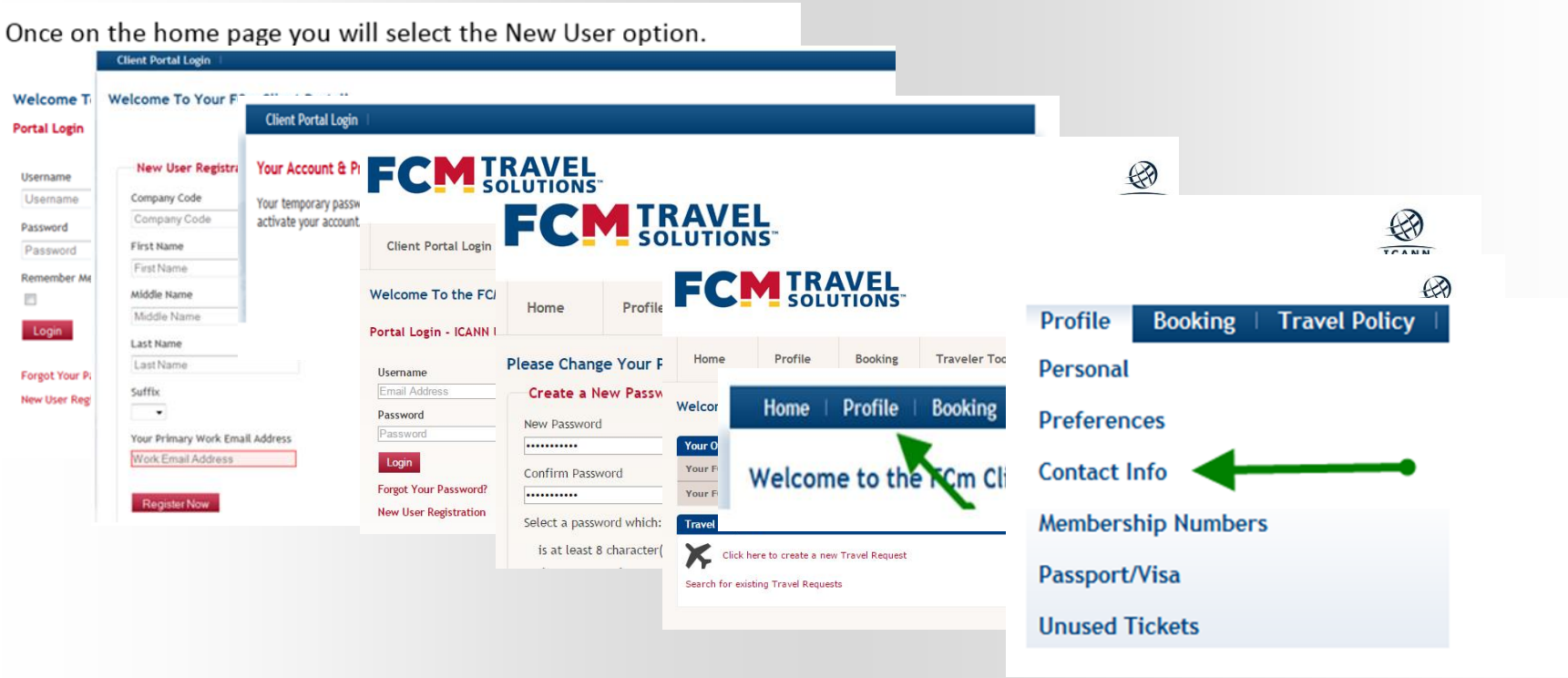
Step 1: Visit the FCM Portal (link will be provided in your Welcome email)
Step 2: Click “New User Registration”
Step 3: Under “Profile” enter all personal details including ICANN company code for your regional FCM Office
Step 4: Fill out company details including email and click “Register Now”
Step 5: Check email to get and enter temporary password
Step 6: Update all personal travel preferences, contacts, additional recipients of your travel documents, membership numbers, Visa and passport information and ensure you add credit card details
Step 7: Once you have updated your travel profile information you can will be ready to start booking!

Introduction and online demonstration of FCM Travel Portal:



FCM Travel Portal: Access the system

Follow the screen shots below to have your profile loaded in to FCM systems



Next Steps

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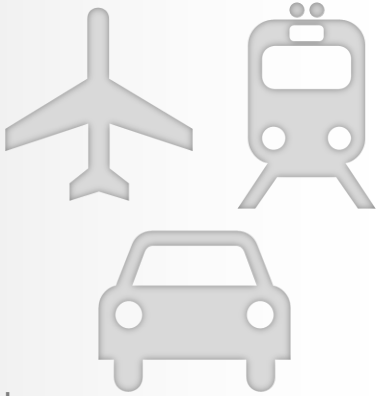
Next Steps



1. You will receive an email with a registration link to the FCM Travel Portal, please register if you have not done so already
2. Please update your profile to ensure that all of your travel information is uploaded in the Portal – all travel preferences and details
3. Training Materials will be posted on the Community Wiki - Travel Support section

Meeting Summary – Constituency Travel

During this meeting we reviewed the following topics:

- Reviewed ICANN's new Travel Provider, FCM Travel Solutions Overview
- Reviewed the ICANN FCM Travel Program Details
- Reviewed Your FCM Regional Office Details
- Reviewed Your Travel Program
- Reviewed the Online Demo of the Travel Portal
- Reviewed Next Steps, Questions and FAQs

Questions

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Questions

Please send us your questions and we will provide the answer in the FAQs that we will publish on the Community Wiki- Travel section after the meeting

Please email your questions to: constituency-travel@icann.org

Frequently Asked Questions

How do I change or cancel a booking?
Changes and cancelations can be made via your travel consultant team.

What about after hours?
Our ETC (Emergency Travel Center) is an emergency travel line staffed 24/7 and is charged differently to your agent team. If you call after hours there will be a fee regardless of the reason for the call.

We will post a list of FAQs on the Community Wiki, Travel Section

Thank You!!
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Terminology

Term	Definition
GDS	Global Distribution System The GDS is where all airline vendors…
TMC	Travel Management Company FCM is ICANN's new travel management Company
Country Code	Code required (supplied below) in order to upload into Portal
FCM Portal	Online Profile Management Tool supported by FCM Travel Solutions
Record Locator	FCM's universal booking reference to group air, car and hotel bookings found in your itinerary (Sample: YRFVJK)
Vendor Locator	Vendor's individual booking reference found within the itinerary