

To all University colleagues,

New Travel Management Company Appointed: FCM Travel Solutions



Over the last 8 months we have been working to review the University's travel services arrangements. As a result of this process we are excited to announce our new partnership with FCM Travel Solutions (FCM) as our Travel Management Provider.

FCM will provide a superior customer service experience and “one-stop-shop” for all travel needs and will also provide a local, dedicated team to manage our travel requirements.

FCM is an Australian based global travel and expense management company (TMC) that focuses foremost on local and highly personalised service. It is one of the top 4 leading global corporate travel specialists and currently services some of the world's best-known companies. In the education industry FCM Travel Solutions manages the travel program of 16 universities in Australia.

Our contract with FCM Travel Solutions will create a range of benefits for the University including:

- Centralised travel services, to book all your travel requirements
- Dedicated FCM team who will be familiar with your needs
- Consolidation of our travel spend so we reduce our costs over time
- Best-in-class travel systems and services across the region
- Cost savings through FCM's global bulk-buying power
- Uniform services and standards for our travellers worldwide
- Emergency assistance for our travellers worldwide
- Local travel industry expertise in each of our locations.

Future Travel Bookings:

To allow time for us to transition to FCM Travel Solutions, the online travel booking tool within TEMS will be offline for a week commencing Wednesday 8th April. Given the current restrictions on International and Domestic travel, we do not foresee any complications with the online booking being offline for the required time.

IMPORTANT INFORMATION

- From Wed 8th April to Friday 17th April travel bookings should be directed to the Travel and Expense Support Team
- FCM will be fully transitioned to support the University by Monday 20th April
- If applicable, please note that no existing travel bookings will be impacted.

If you have any questions or concerns, please feel free to contact me or the Travel and Expense Support Team travel@westernsydney.edu.au.

We look forward to an exciting future ahead with FCM Travel Solutions.

Kind regards,

Sonya Cachia

Senior Manager – Procurement Services

Office of Strategy, Business Development & Procurement Services