FCm Online User Guide:

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Concur login:

1. Log into the website www.concursolutions.com
2. Click forgot your password – once you enter your email, you will receive a temporary password

3. Once you get the temporary password you can log in to the system

You may error out if:
   a. You did not enter a valid Oklahoma State University email address

For further assistance or to update your email address contact FCM's helpdesk online@corp.fcm.travel or call 888-308-3288

4. Once you log in you must confirm traveler details (name as per current government ID, contact number, D.O.B )
5. Must have either credit card details entered into your profile for future bookings (in the profile tab) or enter a credit card at the time of booking
6. If you are authorized to arrange travel for others and are not able to self-assign please contact Richard Williams (richard.williams@omes.ok.gov) who is authorized to activate this function in Concur

Adding a Travel Assistant to your profile:

1. On the Profile dropdown menu, select Personal Information.
2. Click Assistants at the top of the page.
3. Click Add an Assistant to search for your assistant’s last name.
4. In the Search Criteria field, enter the assistant’s name.
5. Click Search.
6. Click the Assistant dropdown arrow.
7. Select the appropriate name from the dropdown list.
8. Select Can book travel for me.
9. Select Is my primary assistant for travel.
10. Click Save.

Travel Arrangers self-assigning to travelers:
If you are authorized to arrange travel for others, you will be able to select the traveler you wish to book for in the drop down below:
Making a Booking:

TRIP SEARCH

- Booking for myself
- Booking for a guest
- Airfare Search
- Hotel Search
- Car Rental Search

Search

ALERTS

- Trip updates via mobile phone
- Personal alerts
- Company notes

COMPANY NOTES

Welcome Oklahoma State University!

Prior to booking, please ensure your travel profile is filled out completely. Use the Profile tab at the top of the page.

This site is for booking State business travel only!

 smokers Trip 6/6/2013

Online Tips

How to cancel an online booking:
- Select Trip from Upcoming Trip List and choose Cancel

How to change an online booking:
- Select Trip from Upcoming Trip List and choose Change

How to apply for FC travel:
- Select Trip from Upcoming Trip List and choose Apply

Air, Car, Hotel selection tabs to book individual component
## Booking Air:

### From: Boston, MA To Chicago, IL
**Mon, Jun 17 - Tue, Jun 18**

### Shop by Fares or Shop by Schedule

### Click reserve to book the flights

<table>
<thead>
<tr>
<th>Flight</th>
<th>Departure</th>
<th>Arrival</th>
<th>Duration</th>
<th>Stopovers</th>
<th>Fare</th>
</tr>
</thead>
<tbody>
<tr>
<td>1100</td>
<td>BOS</td>
<td>ORD</td>
<td>1:30</td>
<td>0</td>
<td>$120</td>
</tr>
<tr>
<td>1230</td>
<td>BOS</td>
<td>ORD</td>
<td>2:15</td>
<td>0</td>
<td>$150</td>
</tr>
<tr>
<td>1320</td>
<td>BOS</td>
<td>ORD</td>
<td>3:00</td>
<td>0</td>
<td>$180</td>
</tr>
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</table>

### Change the current search options, time radius, display settings and Airport

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Once you have selected the flights required click Reserve. Reserve ✓ Represents flights within your policy. Reserve ✗ Represents flights that will require an exception code.
### Booking Car:

Picking up the car at: (ORD) on Fri, Jun 17 12:00 AM
Returning on Tue, Jun 20 12:00 AM

<table>
<thead>
<tr>
<th>Car Vendor</th>
<th>Compact Car</th>
<th>Intermediate Car</th>
<th>Standard Car</th>
<th>SUV</th>
<th>Full-size Car</th>
<th>Standard SUV</th>
</tr>
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<tbody>
<tr>
<td>Hertz</td>
<td>147.17</td>
<td>149.17</td>
<td>150.17</td>
<td>150.17</td>
<td>152.17</td>
<td>154.17</td>
</tr>
<tr>
<td>Budget</td>
<td>140.49</td>
<td>140.49</td>
<td>142.49</td>
<td>142.49</td>
<td>144.49</td>
<td>146.49</td>
</tr>
<tr>
<td>Dollar</td>
<td>140.49</td>
<td>140.49</td>
<td>142.49</td>
<td>142.49</td>
<td>144.49</td>
<td>146.49</td>
</tr>
<tr>
<td>Thrifty</td>
<td>140.49</td>
<td>140.49</td>
<td>142.49</td>
<td>142.49</td>
<td>144.49</td>
<td>146.49</td>
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<tr>
<td>National</td>
<td>140.49</td>
<td>140.49</td>
<td>142.49</td>
<td>142.49</td>
<td>144.49</td>
<td>146.49</td>
</tr>
</tbody>
</table>

Displaying 43 out of 43 results.

**Economy Car (Avis)**
- $145.99 per day
- Unlimited miles
- Automatic transmission
- Total cost: $202.05

**Compact Car (Avis)**
- $147.99 per day
- Unlimited miles
- Automatic transmission
- Total cost: $203.99

**Intermediate Car (Avis)**
- $149.99 per day
- Unlimited miles
- Automatic transmission
- Total cost: $205.99

**Standard Car (Avis)**
- $151.99 per day
- Unlimited miles
- Automatic transmission
- Total cost: $207.99

**SUV (Avis)**
- $153.99 per day
- Unlimited miles
- Automatic transmission
- Total cost: $209.99

**Full-size Car (Avis)**
- $155.99 per day
- Unlimited miles
- Automatic transmission
- Total cost: $211.99

**Standard SUV (Avis)**
- $157.99 per day
- Unlimited miles
- Automatic transmission
- Total cost: $213.99

Click **Reserve** on the car type required.
- **Reserve** represents car rates that are within your policy.
- **Reservation** represents rentals that will require an exception code.
Booking Hotel:

Once you find the room type and rate you prefer, select that radio button, and then click Reserve.

The diamonds show Company preferred hotels. The Stars show the Hotel rating.

The available hotels are shown, the rates have relevant information related to the room type, facilities and the price. Click Reserve on the room type require.

- Reserve represents hotels rates that are within your policy.
- Reserve represents hotels that will require an exception code.
<table>
<thead>
<tr>
<th>Flight</th>
<th>Chicago, IL (ORD) to Oklahoma City, OK (OKC)</th>
<th>Oklahoma City, OK (OKC) to Chicago, IL (ORD)</th>
</tr>
</thead>
</table>

**Flight Details**

### Departure: 08:46 AM
- **American Airlines 3503**
- **Confirmation: H5VNC**
- **From:** Chicago O'Hare International Airport (ORD)
- **To:** Will Rogers World Airport (OKC)
- **Duration: 2 hours, 21 minutes**
- **Aircraft:** Boeing 737-800
- **Gate:** 34

### Arrival: 10:45 AM
- **American Airlines 3504**
- **Confirmation: H5VNC**
- **From:** Will Rogers World Airport (OKC)
- **To:** Chicago O'Hare International Airport (ORD)
- **Duration: 3 hours, 6 minutes**
- **Aircraft:** Boeing 737-800
- **Gate:** 34

**Additional Details**

- **Baggage Allowance:** 2 bags
- **Check-in Time:** 90 minutes before departure
- **Cabin Class:** Economy

**Notes:**
- **Flight Summary:** Details can be checked and changed by 16:15, 2024.
- **Enterprise Car Rental:** Points can be saved by picking up car at OKC.

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**Enterprise Car Rental at: Oklahoma City US (OKC)**

**Pick-up:** 10:45 AM
- **Confirmation: 6797W030C202**
- **Pick-up at Enterprise with car lease, vehicle code 1**

**Return:** 03:30 PM
- **Confirmation: 6797W030C202**
- **Pick-up at Enterprise with Executive Choice**

**Rates:**
- **Daily:** $125.00 USD
- **Weekly:** $625.00 USD

**Car Options:**
- **Compact:** $125.00 USD
- **Mid-size:** $150.00 USD

**Additional Information:**
- **Insurance:** Optional
- **Gas:** Optional
- **Taxes and Fees:** Included

**Car Location:**
- **Enterprise Car Rental Office Location:** Will Rogers World Airport (OKC)

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**Sheraton Oklahoma City Downtown Hotel**

**Check-in:** Jun 2
- **Confirmation: 63125828**

**Check-out:** Jun 2
- **Confirmation: 63125828**

**Room Details:**
- **Room Description:** Room #1529
- **Room Type:** Standard Room
- **Room Rate:** $95.00 USD
- **Cancellation Policy:** 48-hour notice required

**Additional Information:**
- **Neighborhood:** Downtown
- **Distance from OKC:** 5.1 miles

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**Flight Details**

### Departure: 03:50 PM
- **American Airlines 3505**
- **Confirmation: H5VNC**
- **From:** Oklahoma City Will Rogers World Airport (OKC)
- **To:** Chicago O'Hare International Airport (ORD)
- **Duration: 2 hours, 21 minutes**
- **Aircraft:** Boeing 737-800
- **Gate:** 34

### Arrival: 06:01 PM
- **American Airlines 3506**
- **Confirmation: H5VNC**
- **From:** Chicago O'Hare International Airport (ORD)
- **To:** Oklahoma City Will Rogers World Airport (OKC)
- **Duration: 3 hours, 16 minutes**
- **Aircraft:** Boeing 737-800
- **Gate:** 34

**Additional Information:**
- **Luggage Allowance:** 2 bags
- **Check-in Time:** 90 minutes before departure
- **Cabin Class:** Economy

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**Total Estimated Trip Cost:**

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flight</td>
<td>Chicago to Oklahoma City</td>
<td>$205.00</td>
</tr>
<tr>
<td>Car Rental</td>
<td>Enterprise</td>
<td>$125.00</td>
</tr>
<tr>
<td>Hotel</td>
<td>Sheraton Oklahoma City</td>
<td>$95.00</td>
</tr>
<tr>
<td>Flight</td>
<td>Oklahoma City to Chicago</td>
<td>$205.00</td>
</tr>
</tbody>
</table>

**Total: $640.00**

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**Additional Information:**

- **Insurance:** Optional
- **Gas:** Optional
- **Taxes and Fees:** Included

**Notes:**
- **Ticket Not Yet Issued:** Airfare quoted in itineraries is not guaranteed until tickets are issued.

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**Trip Summary:**

- **Departure:** Chicago O'Hare International Airport (ORD)
- **Arrival:** Oklahoma City Will Rogers World Airport (OKC)
- **Duration:** 4 hours, 16 minutes

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**Trip Cost:**

- **$640.00**

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**Questions:**

- **How to change flight details:**
  - Contact American Airlines for any changes.
- **What if trip is cancelled:**
  - Contact American Airlines for cancellation policy.

**Additional Notes:**

- **Travel Insurance:** Recommended for peace of mind.
- **Refund Policy:** Contact American Airlines for details.

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**If you have any changes or cancellations, please contact American Airlines directly.**

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**For more information:**

- **American Airlines:** 1-800-433-7300
- **Enterprise Car Rental:** 1-800-263-0600
- **Sheraton Oklahoma City Downtown Hotel:** 1-800-325-3535

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**Please review all details and make any necessary changes before departure.**
Trip Booking Information

The trip name and description are for your record keeping convenience.

Trip Name
This will appear in your upcoming trip list.
Trip from Chicago to Oklahoma City

Trip Description (optional)
Used to identify the trip purpose

Send a copy of the confirmation to
stacsteinberg@comcfmtravel

Send my email confirmation as
HTML

With my email confirmation:
Include directions and maps to notes

Apply an unused ticket to this reservation [Required]

Payment Type [Required]

Purchase Order Number (If no number please put N/A) [Required]

You may HOLD this reservation until: 10/15/2014 11:30 pm Eastern

Please enter information about this trip then press Next to finalize your reservation. If you close at this point your reservation may be cancelled. Note: Any part of the trip that is instant purchase or has deposit required will not be cancelled.

[Display Trip] [Hold Trip] [<< Previous] [Next >>] [Cancel]

If you are not ready to purchase the trip click Hold Trip
If you are ready to purchase the trip click Next >>

The email itinerary can be sent to multiple recipients, the format can also be selected to either HTML or Plain-text.

All mandatory fields need to be filled out indicated with [Required]

Shows you how long you can place a trip on hold before you either need to purchase the ticket or it will auto cancel.
Other tips:

By clicking on your trip it will give you the below options.

- View Itinerary
- Email Itinerary
- View Request
- Create Template
- Clone Trip
- Share Trip
- Change Trip
- Cancel Trip
Frequently Asked Questions

How much does each booking cost?
Online bookings are $9 per transaction, bookings via an agent cost $25 per transaction, Southwest bookings incur a $5.75 Direct Connect fee allowing booking systems to access low cost web-based fares. Land only bookings are $7 online and $10 via your agent team.

You need to change or cancel a booking?
Changes and cancelations can be made online or via your travel consultant team. Changes made online are encouraged as they incur no additional transaction charges.

You need to make an urgent booking?
Always call your travel team if your trip begins within 12 hours to ensure confirmation.

Your traveler gets stuck after hours?
FCm offers 24/7 traveler assistance, if your traveler gets stuck, the ETC phone number will be on all travel itineraries.

You want to hold rather than confirm a reservations?
Concur has a “hold” feature that is handy to hold a seat on a flight however does not guarantee price and will cancel within 24 hours (most airlines)

What about if my traveler has no credit card for accommodation?
Your travelers may either have their own card to check in with, have a corporate card or have no card to check in with (most hotels require a card), in the case where the traveler has no card you can continue to use the current process or FCm can assist (please bear with us while we implement an automated payment solution due to go live in 6-8 weeks).

You need help with the online booking tool?
FCm has an online booking tool support desk to help with site troubleshooting available 8am to 8pm.

You need to book a complex itinerary
Always book your more complex international trips with your travel team as they specialize in searching best fares and have access to inventory not shown on any OBT.