

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

Welcome

If you experience difficulty logging into the site please click on the 'Forgot your user name?' link below

Concur

Login

User Name |

Password

Remember user name on this computer

Login

[Forgot your user name?](#)
[Forgot your password?](#)
Passwords are case sensitive

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

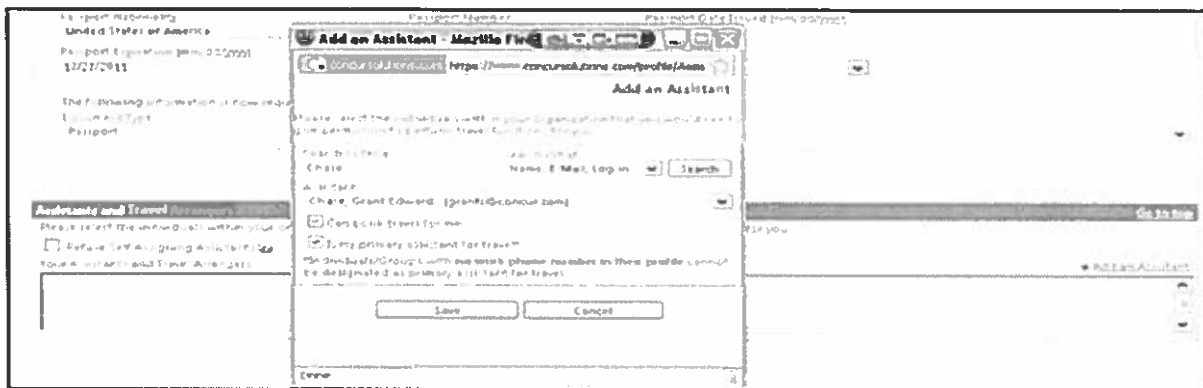
For further assistance or to update your email address contact FCM's helpdesk online@corp.fcm.travel or call 888-308-3288

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:

Air, Car, Hotel selection tabs to book individual component

The screenshot shows the FCM Travel Solutions web application. At the top, there is a navigation bar with 'Home', 'Travel', 'Reporting', and 'App Center'. A user profile is visible with the name 'Hello, William' and a 'View Trips' button. The main content area is divided into several sections:

- TRIP SEARCH:** Includes options for 'Booking for myself' or 'Book for a guest', and tabs for 'Air', 'Car', 'Hotel', and 'All'. Below these are filters for 'Round Trip', 'One Way', and 'Multi-Segment'. There are input fields for 'Departure City' and 'Arrival City', each with a 'Find flights' button and a 'Select multiple airports' link. A 'Search' button is at the bottom of this section.
- ALERTS:** Contains two items: 'Tripli creates instant mobile itineraries for business and personal trips. Simply connect your Concur account to Tripli. [Connect to Tripli](#)' and 'You haven't signed up to receive e-receipts. [Sign up here](#)'.
- COMPANY NOTES:** A 'Welcome Oklahoma State University!' message with contact information for the Travel Consultants Team, Technical Support, and an Emergency Travel Number. Below this is a note: 'Prior to booking please ensure your travel profile is filled out completely via the Profile tab at the top of the page. ***This site is for booking State business travel only!***'
- State Travel Reimbursement Act 74 O.S. § 500-15** says: "no travel claim shall be awarded if the filer of the claim has benefited from the personal receipt of frequent travel miles unless those miles are used to offset future claims against the state."
- Online Tips:**
 - How to cancel an online booking:**
 - Select trip from Upcoming Trip List and choose Cancel Entire Trip from Action List
 - Most tickets issued within last 24 hours can be voided
 - Tickets outside that window if non-refundable will be stored for future use if refundable a refund will be processed
 - How to change an online booking:**
 - Select trip from Upcoming Trip List and choose Change from Action List. [Click Here for an interactive demo!](#)
 - How to apply an FCM unused ticket on file:**
 - Tickets on file are displayed on the Concur homepage and on the air availability pages
 - At the end of the booking process (before purchase) you will be prompted to use a ticket on file
 - If you choose yes your reservation will be sent to an online consultant for validation and processing (MUST be on the same carrier and certain rules and restrictions may apply). If you choose no or leave the field blank your unused ticket will not be used and will remain in your profile. If a ticket exchange is processed the transaction will incur the consultant assisted fee

Booking Air:

Shop by Fares or Shop by Schedule

Click Reserve to book the flights

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

Price	Carrier	Depart	Arrive	Stops	Duration
\$189.80	United	BOS ORD	8:50am 7:40pm	1 0	2h 38m 2h 10m
\$189.80	United	BOS ORD	8:10am 4:07pm	0 1	2h 38m 2h 18m
\$189.80	United	BOS ORD	6:30am 4:18pm	0 1	2h 38m 2h 21m
\$211.80	American	BOS ORD	6:00am 5:43pm	0 1	2h 40m 2h 20m
\$211.80	American	BOS ORD	7:10am 2:35pm	0 1	2h 45m 2h 23m
\$211.80	American	BOS ORD	8:10am 6:55pm	0 1	2h 45m 2h 20m
\$211.80	American	BOS ORD	8:10am 5:43pm	0 1	2h 45m 2h 20m
\$211.80	American	BOS ORD	9:15am 5:43pm	0 1	2h 45m 2h 20m
\$211.80	American	BOS ORD	9:15am 6:55pm	0 1	2h 45m 2h 20m

Once you have selected the flights required click

- Reserve** Represents flights within your policy
- Reserve** Represents flights that will require an exception code

Booking Car:

Picking up the car at (ORD) on Mon, Jun 17 12:00 PM
Returning on Tue, Jun 18 12:00 PM

Print / E-mail

Hide details

All 4.1 (4.1)	Economy Car	Compact Car	Intermediate Car	Standard Car	Full-size Car	Standard SUV
AVIS	145.99	145.99	147.99	149.99	149.99	152.99
Enterprise	147.17	147.17	149.17	150.17	150.17	154.17
Hertz	140.49	140.49	142.49	143.49	143.49	154.49
Thrifty	--	105.47	106.36	107.71	107.71	124.50
Enterprise Plus	--	120.00	122.71	123.56	123.56	125.10

Displaying: 43 out of 43 results.

Previous 1 2 3 4 Next All

Sorted By: Policy - Most Compliant

<p>Economy Car (Sabre)</p> <p>\$145.99 per day</p> <p><input checked="" type="checkbox"/> Reserve</p>	<p><input checked="" type="checkbox"/> Receipt Enabled</p> <p>Unlimited miles Automatic transmission Total cost \$208.65</p>	<p>AVIS</p> 
<p>Compact Car (Sabre)</p> <p>\$145.99 per day</p> <p><input checked="" type="checkbox"/> Reserve</p>	<p><input checked="" type="checkbox"/> Receipt Enabled</p> <p>Unlimited miles Automatic transmission Total cost \$208.65</p>	<p>AVIS</p> 
<p>Intermediate Car (Sabre)</p> <p>\$147.99 per day</p> <p><input checked="" type="checkbox"/> Reserve</p>	<p><input checked="" type="checkbox"/> Receipt Enabled</p> <p>Unlimited miles Automatic transmission Total cost \$211.32</p>	<p>AVIS</p> 
<p>Economy Car (Sabre)</p> <p>\$147.17 per day</p> <p><input checked="" type="checkbox"/> Reserve</p>	<p><input checked="" type="checkbox"/> Receipt Enabled</p> <p>Unlimited miles Automatic transmission Total cost \$208.61</p>	<p>Enterprise</p> 
<p>Compact Car (Sabre)</p> <p>\$147.17 per day</p> <p><input checked="" type="checkbox"/> Reserve</p>	<p><input checked="" type="checkbox"/> Receipt Enabled</p> <p>Unlimited miles Automatic transmission Total cost \$208.61</p>	<p>Enterprise</p> 
<p>Intermediate Car (Sabre)</p> <p>\$149.17 per day</p> <p><input checked="" type="checkbox"/> Reserve</p>	<p><input checked="" type="checkbox"/> Receipt Enabled</p> <p>Unlimited miles Automatic transmission Total cost \$211.30</p>	<p>Enterprise</p> 

Displaying: 43 out of 43 results.

Previous 1 2 3 4 Next All

Total cost, rates and total cost do not include charges for optional services such as fuel and insurance waivers. There may be any additional fees or surcharges that may be applied at the time of rental. Any currency conversion is based on the exchange rate for that day. The final price at the time of rental may be different.

Start Over

Click Reserve on the car type required.

Reserve Represents car rates that are within your policy

Reserve Represents rentals that will require an exception code

All vendors displayed however Oklahoma State University has Enterprise as preferred

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 search can be narrowed if the hotel name is known.

Check In: Mon, Jun 17 - Check out: Tue, Jun 18

Sort by: Preference | With names containing

Expand All Details | Displaying 60 out of 60 results.

1. Hilton Garden Inn Chicago Chicago ...

2000 South River Road
Oak Park, IL 60413
2.6 miles | view map

3 Stars

\$189
\$219

rate this hotel | more info | compare | choose room

2. Embassy Suites Chicago - O'Hare...

6500 North River Road
Rosemont, IL 60018
2.2 miles | view map

4 Stars

\$239
\$289

rate this hotel | more info | compare | choose room

GARBER TRAVEL PREFERRED RATES
Wireless Common Area Wireless Free

\$230 Best Available Rate - 2 Room Suite 2 Double Beds-nonsmoking Comp Cooked To Order Breakfast-evening Reception (Rate Code: ADDLV0) (Satbr)

\$239 Best Available Rate - 2 Room Suite 1 King Bed-nonsmoking Comp Cooked To Order Breakfast-evening Reception (Rate Code: ADDLV0) (Satbr)

\$239 Best Available Rate - 2 Room Conference Suite 1 King Bed-nonsmoking Conference Table For 6-10 Speed Internet Avail (Rate Code: ADDLV0) (Satbr)

\$230 Best Available Rate - 2 Db 11adm Ste Mobility Access Tub 1/2 Smart Comp Cooked To Order Breakfast-evening Reception (Rate Code: ADDLV0) (Satbr)

You are expected to stay here. Rate starts 2 cancellation nights.

Use the following Hotel Programs: No Program selected | Intermile

3. Crowne Plaza Chicago Magnificent...

100 East Huron
Chicago, IL 60611
1.6 miles | view map

4 Stars

\$278
\$379

rate this hotel | more info | compare | choose room

4. Hotel Monaco Chicago

225 N Michigan
Chicago, IL 60601
New Location
1.5 miles | view map

4 Stars

\$409
\$589

rate this hotel | more info | compare | choose room

5. W Chicago City Center

170 W Adams St
Chicago, IL 60604-3004
Two 1/2 up
1.5 miles | view map

4 Stars

See Our

hide rooms

GARBER TRAVEL PREFERRED RATES
Internet High Speed Free, Common Area High Speed Free

This property is not available for these dates.

Displaying 60 out of 60 results.

Previous | Page 1 of 1 | Next | All

Start Over

To see available room rates, click choose room

The available hotels are shown, the rates have relevant information related 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

Search In: [Flights](#), [Hotels](#), [Excursions](#)

Trip Name: Trip from Chicago to Oklahoma City [Back](#)
Start Date: Nov 2 2014
End Date: Nov 3 2014
Created: Oct 14 2014 11:47 AM **View** **Print** **Share** **Cancel**

Add to your Itinerary

Car Hotel

RTR 201

Description: (No Seat) (No Airfare) (No Airfare)
Agency Record Location: DMHNP
Passengers: W 1M 101 10.47
Total Estimated Cost: \$463.66 USD [\(Details\)](#)

Airfare must be submitted by air agent by: 10:15, 2014 11:30 PM EST

See trip summary and chance to check and change trip details

Flight Chicago, IL (ORD) to Oklahoma City, OK (OKC) [Change](#) [Cancel](#)

American Airlines 3082

Departure: 08:45 AM
 Seat: No seat assignment [Select Seat](#)
 We were unable to confirm a seat assignment. Click on "Select Seat" to view the seat map and manually select your seat.
 (No Fare) (No Airfare) (No Airfare)
Terminal: 3
Duration: 1 hour 55 minutes
Flies to:

Confirmation: DMHNP
 Status: Confirmed

Arrival: 10:40 AM
 Will Rogers World Apt (OKC)

Additional Details
 Aircraft: Canadair 700
 E-Ticket
 Emissions: 267.8 lbs CO₂
 Cabin: Economy (Q)
 Distance: 492 miles
 Meal: Food for purchase

Plan ahead and receive your airport parking with Park 'N Fly. See Details

Breakdown shows booking by travel type

Enterprise Car Rental at: Oklahoma City US (OKC) [Change](#) [Cancel](#)

Pick Up: 10:40 AM Sun Nov 2
 Pick up at: OKLAHOMA CITY US (OKC)
 Number of Cars: 1

Confirmation: 887874025COUNT
 Status: Confirmed
 Rate Code: Z11HL

Return: 03:00 PM Mon Nov 3
 Returning to: OKLAHOMA CITY US (OKC)

Additional Details
 Rate: \$31.15 USD daily rate, unlimited miles \$51.15 USD extra daily rate, unlimited miles \$10.28 USD extra
 Daily rate, unlimited miles
 Total rate: \$39.46 USD
 Corporate Discount: X251K00

Rental Details
 Company: Car & Automatic transmission, Air conditioning

Sheraton Oklahoma City Downtown Hotel [Change](#) [Cancel](#)

Check in: Sun Nov 2
 Room 1, Rate 1, Guest 1

Confirmation: C831289272
 Status: Confirmed
 Rate Code: 81K505

Check out: Mon Nov 3

Additional Information
 Daily rate: \$94.00 USD
 Total rate: \$94.00 USD

Room Details
 Room Description: Room Description Code: 1K (AV)
 Special Instructions: Wheelchair access Non smoking & any other special

Cancellation Policy
 Cancellation Fees may apply
 Must Cancel 1 Day Before Arrival

Flight Oklahoma City, OK (OKC) to Chicago, IL (ORD) [Change](#) [Cancel](#)

American Airlines 2988

Departure: 03:50 PM
 Seat: No seat assignment [Select Seat](#)
 We were unable to confirm a seat assignment. Click on "Select Seat" to view the seat map and manually select your seat.
 Will Rogers World Apt (OKC)
Terminal: 3
Duration: 2 hours 11 minutes
Flies to:

Confirmation: DMHNP
 Status: Confirmed

Arrival: 06:01 PM
 O'Hare Intl APX (ORD)
 Terminal: 3

Additional Details
 Aircraft: Canadair 700
 E-Ticket
 Emissions: 267.8 lbs CO₂
 Cabin: Economy (Q)
 Distance: 681 miles
 Meal: Food for purchase

Add to your Itinerary

	View Price
Airfare quoted amount	573.42 USD
Taxes and Fees	145.70 USD
Air Total Price	719.12 USD
Hotel	100.00 USD
Car	50.00 USD
Total Estimated Cost:	\$869.12 USD

Restrictions
 Quote: NONREF/SVCCHGPLUSAREDF/CNL BY FLT TIME OR NOVALUE

TICKET NOT YET ISSUED. AIRFARE QUOTED IN ITINERARY IS NOT GUARANTEED UNTIL TICKETS ARE ISSUED.

See total estimated trip cost

**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:

staclsteinberg@corp.fcm.travel

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

Send my email confirmation as:

- HTML
- Plain-text

With my email confirmation:

Include directions and maps to notes

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

Apply an unused ticket to this reservation? [Required]

Payment Type? [Required]

Purchase Order Number (if no number please put N/A) [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.

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.

If you are not ready to purchase the trip click

If you are ready to purchase the trip click

Other tips:

Company Notes Travel Map Upcoming Trips Trips Awaiting Approval

Trip Name/Description	Status	Start Date	End Date
Car, Hotel Reservation - O'Hare BBPT, CHICAGO, IL (CHHRS)	<div style="border: 1px solid black; padding: 2px;"> Trip Actions View Itinerary E-mail Itinerary Change Trip View Trip History Create Template Clone Trip Share Trip Cancel Entire Trip </div>	<small>atically unless your administrator rejects it before 05/11/2013 11:40 AM Eastern</small>	06/17/2013 06/18/2013

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 cancellations 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