

Oklahoma State University



Travel Team Contacts

OSU has a designated travel team based in Houston to look after your bookings.

Team Leader: Alisia Coetzee

Email: Oklahoma@us.fcm.travel

Phone: +1 713 300 1640

Toll Free USA: +1 855 920 7607

Address: 8 Greenway Plaza, Suite 615,
Houston, TX 77046

24-Hour Emergency Assist Toll Free USA/Canada: +1 855 920 7607

International: +1 713 300 1640

Concur Online Support

OSU have a designated travel team based in Houston to look after your bookings.

Phone: +1 866 540 1205

Email: online@corp.fcm.travel

What have we done so far?

- Implemented over 85 State Agencies and OU
- Reduced the average rate for the State by over 40%
- Booked travel for over 2000 travelers within the State of Oklahoma
- Saved over \$100,000 in air discounts
- Helped travelers around the clock with our 24/7 support team (located in the USA)

Click [here](#) to download the FCm Mobile App.

www.us.fcm.travel

Better travel ideas. Greater savings.



FCm Travel Solutions

- Top 5 travel management companies worldwide
- Leverage FCm's corporate travel rates and expertise
- OSU negotiated rates integrated in systems
- Book either online or through your travel team
- All travel providers in one booking site
- Integrated with OSU P card Program

FCm is excited to launch a new travel booking platform for OSU. We have been working behind the scenes to design a travel booking system specifically for your travel requirements. Here's how to get started:

1. Log onto www.concursolutions.com – if you are an OSU employee you have been set up in the system.
2. Enter your email address and click "forgot your password" and you will receive a temporary one to log in for the first time.
3. Once logged in update your personal information:
Click on Profile > Profile Settings > Personal Information
4. Click on Travel, enter in the search bar what you want to book and you will see all options for air, then car and then hotel.
5. Complete your booking and your itinerary and invoice will be emailed to you.

Frequently asked questions

- **What if I cannot log in?** Contact our Concur Online Support, but first check that your email matches what would be on your HR system.
- **What if I need help making my first booking?** Call the Concur Online Support and they will walk you through your first booking.
- **Can I still book through an agent?** Absolutely, your OSU travel team are waiting for your call, especially for any difficult multi-city bookings or international inquiries.
- **What is our booking policy?** Lowest logical fare is encouraged in coach class and always try to book at least 14 days in advance.
- **Do we have preferred suppliers?** Yes, you have negotiated rates available either via Concur or your agents with American Airlines for air bookings and also Enterprise for car bookings (insurance included for car).
- **What is the cheapest way to book?** Online bookings more than half your travel booking fees and are encouraged.
- **How do we pay for trips?** Your OSU ghost card has been loaded into the booking system and available as a payment option for flights. For hotel and car please add your p cards and/or personal card in the Personal Information tab (the number is securely masked).

World's
Leading Travel
Management
Company



FCm
TRAVEL
SOLUTIONS®