FCm Online User Guide:

Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Concur login</td>
<td>2</td>
</tr>
<tr>
<td>Assigning travel assistant/self assigning</td>
<td>3</td>
</tr>
<tr>
<td>Making a travel reservation</td>
<td>4</td>
</tr>
<tr>
<td>Booking air</td>
<td>5</td>
</tr>
<tr>
<td>Booking car</td>
<td>6</td>
</tr>
<tr>
<td>Booking hotel</td>
<td>7</td>
</tr>
<tr>
<td>Trip summary and confirmation</td>
<td>8</td>
</tr>
<tr>
<td>Finalizing your reservation</td>
<td>9</td>
</tr>
<tr>
<td>Further itinerary actions</td>
<td>10</td>
</tr>
<tr>
<td>Frequently asked questions</td>
<td>11</td>
</tr>
</tbody>
</table>
Concur login:

1. Log into the website [www.concursolutions.com](http://www.concursolutions.com)
2. Click forgot your password – once you enter your email, you will receive a temporary password

   ![Login Screen]

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:**
Once you have selected the flights required, click Reserve. Reserve ✓ Represents flights within your policy, and Reserve ❌ Represents flights that will require an exception code.

### Booking Car:

- Shop by Fares or Shop by Schedule
- Change the current search options, time radius, display settings and Airport

## Flight Search Results

<table>
<thead>
<tr>
<th>Time</th>
<th>Airline</th>
<th>Departure</th>
<th>Arrival</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>12:00</td>
<td>United</td>
<td>BOS</td>
<td>ORD</td>
<td>$100.00</td>
</tr>
<tr>
<td>13:00</td>
<td>American</td>
<td>BOS</td>
<td>ORD</td>
<td>$110.00</td>
</tr>
<tr>
<td>14:00</td>
<td>Delta</td>
<td>BOS</td>
<td>ORD</td>
<td>$120.00</td>
</tr>
</tbody>
</table>

Click Reserve to book the Flights.
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

**Booking Hotel:**

All vendors displayed however Oklahoma State University has Enterprise as preferred.

The search can be narrowed if the hotel name is known.
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.

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 to see available room rates. Reserve✓ represents hotels rates that are within your policy. Reserve△ represents hotels that will require an exception code.
### Trip Overview

**Trip Name:** Trip from Chicago to Oklahoma City

**Start Date:** Nov 2, 2014
**End Date:** Nov 3, 2014
**Credited:** Oct 31, 2014 through Nov 2, 2014
**Agency:** (insert travel agency name)

**Travel Type:** [Insert travel type]
**Price:** [Price]
**Tax:** [Tax]
**Total Estimated Cost:** $[Total]

### Reservations

#### Sunday, November 2, 2014

**Flight**
- **Chicago, IL (ORD) to Oklahoma City, OK (OKC)**
- **American Airlines 3062**
  - **Departure:** 09:45 AM
  - **Arrival:** 10:40 AM
- **Distance:** 692 miles
- **Cabin:** Economy
- **Total Estimated Cost:** $545.60 USD

**Enterprise Car Rental at:** Oklahoma City US (OKC)
- **Pick Up:** 10:40 AM
- **Return:** 03:49 PM
- **Base Rate:** $94.00 USD
- **Total Estimated Cost:** $94.00 USD

### Monday, November 3, 2014

**Flight**
- **Oklahoma City, OK (OKC) to Chicago, IL (ORD)**
- **American Airlines 2965**
  - **Departure:** 03:50 PM
  - **Arrival:** 05:21 PM
- **Distance:** 692 miles
- **Cabin:** Economy
- **Total Estimated Cost:** $[Total]

### Summary

See trip summary and chance to check and change trip details.

Breakdown shows booking by travel type.

See total estimated trip cost.
Trip Booking Information

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

<table>
<thead>
<tr>
<th>Trip Name</th>
<th>Trip Description (optional)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trip from Chicago to Oklahoma City</td>
<td></td>
</tr>
</tbody>
</table>

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.

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

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

If you are ready to purchase the trip click Next >>
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.