

# The University of Oklahoma



## Travel Team Contacts

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

**Team Leader:** Alisia Coetzee

**Email:** [oklahoma@us.fcm.travel](mailto: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

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

**Phone:** +1 866 540 1205

**Email:** [online@corp.fcm.travel](mailto: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

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

[www.us.fcm.travel](http://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
- OU negotiated rates integrated in systems
- Book either online or through your travel team, FCM supports your Concur Self Booking Tool
- All travel suppliers in one booking site
- Integrating with Concur Expense platform coming Jan 2016

FCM is excited to launch a new travel booking platform for OU. 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](http://www.concursolutions.com) – if you are an OU 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.

## FAQs

- **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 OU travel team is 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?** Booking via Concur's Self Booking Tool is the most cost effective way to book travel.
- **How do we pay for trips?** Add your P card and/or personal card in the Personal Information tab (the number is securely masked).

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