



Western



## FCm Travel Solutions- FAQ Guide

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1. Does FCm Travel Solutions have a physical presence on campus?

FCm does not have a physical presence on campus but they are available by phone, email and through the use of our online booking tool, Concur Travel.

Contact an FCm agent directly at 1-855-329-3104 or [western@fcmtravel.ca](mailto:western@fcmtravel.ca)

The link to Concur Travel can be found on the main page of the Financial Services website ([www.uwo.ca/finance](http://www.uwo.ca/finance))

2. How do I apply an unused ticket to a new order with FCm?

Unused tickets can only be applied to your account through an agent and cannot be processed online.

3. How can I book travel through FCm if I want to use my PER?

If you want to use your PER to pay for travel you would be required to go through an agent. A personal credit card would be required for payment and then you would submit a claim for reimbursement. Please ensure your expenses are eligible through your employee group.

4. How do I book a personal trip if I want to take advantage of Western's price discounts?

Personal trips cannot be booked through Concur however you can call an FCm agent and book a flight through them and pay with a personal credit card. You cannot use a Western travel card or a speedcode for personal travel.

You can also book personal train travel, car rentals and hotel accommodations through the websites listed on our Procurement Travel Contracts webpage:

[https://www.uwo.ca/finance/procurement/preparing\\_to\\_travel/index.html](https://www.uwo.ca/finance/procurement/preparing_to_travel/index.html)

5. Can I speak directly with an agent for a booking?

Yes, the agents are happy to assist you with any request and should be used for complex bookings or international travel.

6. How do I book a trip for a guest?

You would use a guest booking for an individual who travels two times per year or less. This may include a staff or faculty member or someone external to Western such as a guest speaker or interview candidate. Trips for guests can be booked directly through an FCm agent or by using the "guest booking" option in Concur.

7. How do I make changes to a trip that is already booked?

Any changes required will need to go through an agent. You can contact them by phone or by email.

8. Can I split a trip between two different speedcodes?  
You can only assign one speedcode per trip as there is no way to indicate, either through an agent or through Concur, how the charge is to be split.
9. Am I charged both service fees if I book online and then have to call an agent?  
The online fee is subtracted from the agent fee if you have to call to complete or change your reservation.
10. How can I make sure that the multiple people I booked a flight for can all sit together?  
If you booked through Concur, contact the agents at [western@fcmtravel.ca](mailto:western@fcmtravel.ca) and they will arrange this for you. If the original booking was done through the agent, then they can also arrange this for you at the time of booking.
11. Can I book a conference rate through FCm?  
You can certainly book a hotel with the conference rate through FCm. You would only need to provide FCm with the conference code and they could contact the hotel to make arrangements on your behalf.
12. The conference that I'm attending provided a web link to book my hotel at a discounted rate. Can I still use this?  
You can still use the link provided by the conference host to obtain discounted pricing for your hotel stay.
13. Will FCm notify the traveler directly of any change in flight status?  
FCm will notify the traveler if the change is more than 24hours in advance of the flight or if it occurs during office hours. The traveller is responsible for checking the status of their flight 24 hours in advance.
14. Does FCm charge a cancellation fee for cancelling a reservation?  
There are no cancellation fees through FCm.
15. The flight I'm looking at is cheaper on Expedia. Why would I book through FCm?  
Our contract with FCm provides us with the best available price. If you find a cheaper flight elsewhere, please let us know so we can have our travel team look into it. As flight prices change quickly, please take a screen shot and send it to us, if possible.
16. I'd like to present some different options to my traveller so they are able to select which flight best suits their schedule. Are the agents able to put some options together for me?  
The agents will be more than happy to put some options together for you that you can take

back to the individual that you're booking travel for. If you book travel for yourself, the agents can also assist in putting together options that will best suit your schedule.

## Travel Approvals

1. Will workflow be available through Mustang Market to approve travel?  
At this point we do not have the capabilities to book travel through Mustang Market and workflow approvals are not available.

## Emergencies

1. Is there an after-hours, emergency number?  
Yes, there is an after-hours number that you can call if you need assistance outside of regular business hours. There is a \$20 charge for this service but it is a one-time fee and you can call back as many times as you'd like until your issue is resolved.

## Concur Travel General

1. How do I log in to Concur?  
You can log into Concur using the website below and entering your Western username and password. The link to Concur can be found on the main page of the Finance website ([www.uwo.ca/finance](http://www.uwo.ca/finance))
2. Are user guides available for Concur?  
User guides for Concur can be found on the Procurement Services website.
3. Can I book personal travel through Concur?  
Concur can only be used to book work related travel.
4. What are the service fees for using Concur?  
A comprehensive listing of FCm service fees can be found by logging into the FCm portal.
5. I received my order confirmation, but not my ticket. When will I receive my ticket?  
Your ticket will be sent to you once the agents have processed your request(s). Your ticket will be sent electronically via email. The turnaround time for domestic flights is approximately 1 hr, international approx. 4hrs, complex multi segment trips 24hrs.
6. Can I add travel insurance through the online booking tool?  
No, unfortunately travel insurance cannot be added through Concur. If you require travel

insurance, you can choose to either book your flight and insurance through an agent or book your travel online and follow up with an agent to add the insurance. Please check your coverage through your benefits plan for what you may already have coverage for.

7. I'm getting too many notifications from Concur. Is there any way to manage these?  
Yes, you can manage your notifications through the "systems settings" in your Concur profile. Under "email notifications" you can pick and choose which notifications you would like to receive.  
\*\*Note: You will receive Air Canada and VIA Rail notifications regardless of what you choose as your settings. These are direct purchase vendors and send their own notifications outside of Concur.
8. Why do I have to add "Mrs", "Mr" or "Ms" to my FCm profile when my passport doesn't include this information?  
This is a gender recognition feature that is part of Concur. If you do not enter anything, the system will automatically assign "Mr" to your profile.
9. How do I obtain a copy of an invoice?  
Your FCm/ Concur profile contains a pdf copy of all of your invoices. You can print or email copies of the invoices. You can also contact an FCm agent who can assist you with this.
10. Can I cancel my reservation through Concur?  
Concur does provide you with the option to cancel your reservation online but the FCm travel team suggests you also send them an email at [western@fcmtravel.ca](mailto:western@fcmtravel.ca).
11. How do we handle situations where an individual holds multiple passports under different names?  
Concur can only handle passport information for one passport at a time. You will be required to change the passport information each time you need to book using a different passport. Please make sure that you update the name on the profile to match the passport.
12. Can group travel be booked through Concur?  
Group travel should be booked through an agent and not through Concur.
13. If my trip is booked through an agent will it still show up in the "upcoming trips" tab in Concur?  
Your trip will show up in the "upcoming trips" tab if you book your reservations through an agent.
14. What are the four mandatory fields that need to be completed in my Concur profile to book a trip?

Your profile requires that you provide your name (as it appears on your passport), your gender, date of birth and contact phone number.

15. If I only book travel for others, never for myself, do I still require a profile in Concur?

You will need an account in Concur to book for others. Your profile will only require the four mandatory fields be completed.

16. Can I save or put a trip on hold in Concur while I gather some further information?

Unfortunately, Concur does not have this feature available as pricing for travel (specifically flights) changes on a very regular basis and we cannot guarantee that the pricing will not have changed or that the seat will still be available by the time you come back to finish your reservation.

17. Will I receive notification if I have not completed my online booking?

You will receive notification if you have not completed your booking. The trip will be highlighted in red on the “upcoming trips” tab and you will receive an email reminding you that you have not completed your trip.

## Hotel Accommodations

1. How are hotels booked and paid for with FCm or in Concur Travel?

Hotel reservations are held when booked through an FCm agent or when using Concur travel. However, due to additional charges that may occur when an individual stays in a hotel (room service, valet charges, etc) individuals are required to present a credit card at check in. Room charges will then need to be expensed.

2. Are the preferred, local hotels loaded into Concur?

We have reached out to our local hotels and their rates will all be loaded into Concur. The rates can also be accessed through the agents.

3. Can we book Airbnb accommodations through Concur or FCm?

Airbnb cannot be booked through Concur or through the agents at this time.

## Train Travel

1. Will the Western VIA link still be available if I'd rather book by train ticket directly through VIA?

The link is still available and active on our website and can be used at any time.