

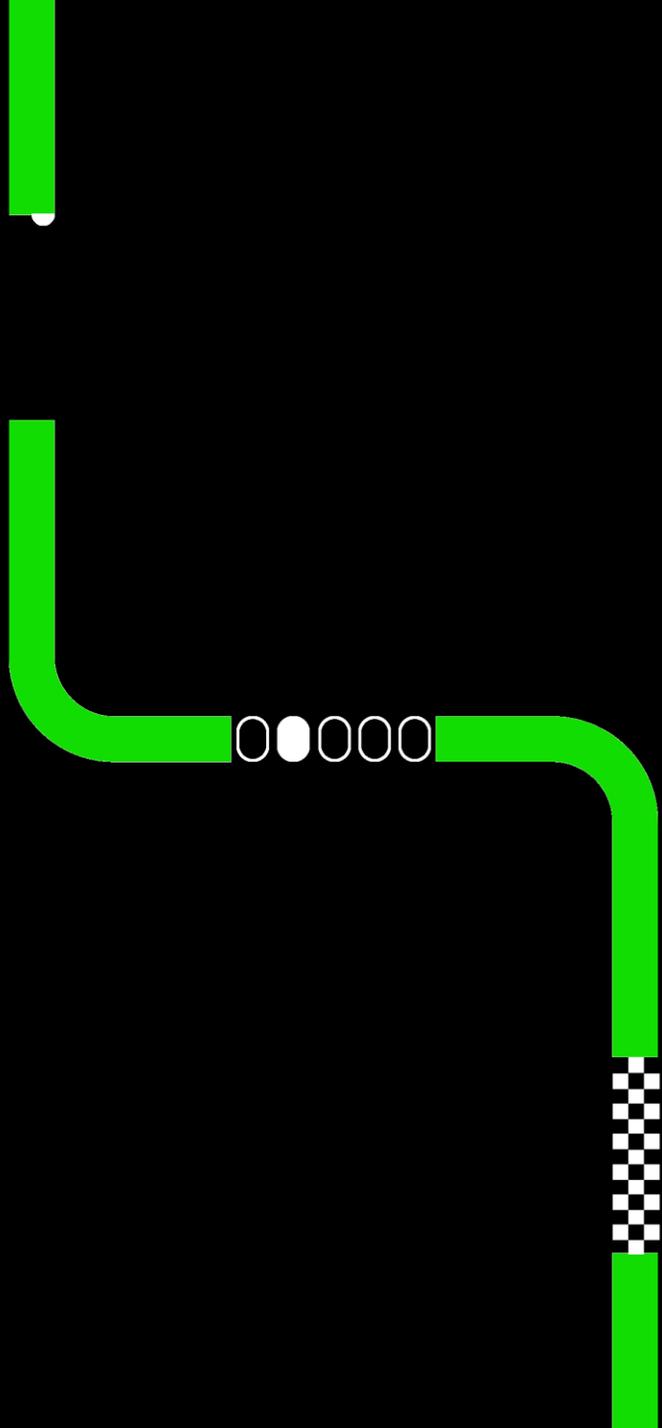
FCM

# University of Western Ontario

## Travel Re-Launch

Cory McCormick

June 2022





Agenda:

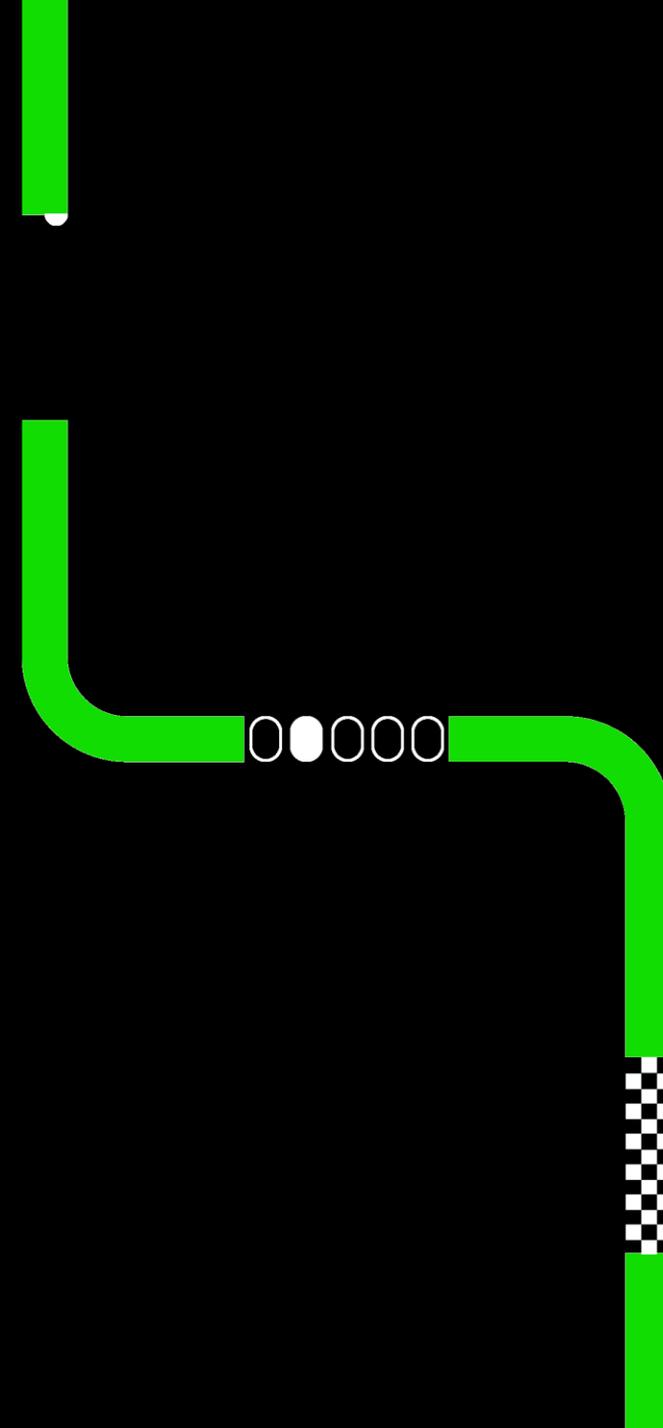
**FCM - how to contact us**

**Profile management – key items to keep up to date**

**Concur travel – book your own travel!**

**Tools & Resources**

**Travel & Booking Tips**





# Your FCM Canada Team

## Your FCM Team

Calling from within North America:

**855 329 3104**

Calling from overseas:

**+1-416 813 4795**

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

**Hours:** Monday - Friday

08:30 am - 05:00 pm Eastern Time

## Online Customer Care

For technical assistance with your online booking tool or the FCM platform, please contact the online support team:

**Hours:** Monday - Friday, 8:00 am - 8:00 pm ET

**+1- 855 329 3104** or **[online@us.fcm.travel](mailto:online@us.fcm.travel)**

*NOTE: For any changes to reservations or last-minute travel requests, please CALL the team during this time of exceptional volume.*

# Traveller Profile & Concur

1. Email [procurement@uwo.ca](mailto:procurement@uwo.ca) to set up a new account
2. Update your profile with **key information**
  - Date of Birth
  - Check name against passport
  - Mobile Phone number
  - Membership numbers
  - Credit card for hotel & car
3. Use **Concur Travel** on-line booking tool when possible (self service / minimal booking fees)
  - Point-to-point trips
  - Domestic travel
  - Hotel & car reservations

The screenshot shows a user interface for a travel system. On the left is a dark sidebar menu with the following items: COVID-19 News (with a red shield icon), Home (with a house icon), Travel Profile (with a person icon), Booking (with a document icon), Travel Policy (with an 'i' icon, highlighted in green), Traveller Tools (with a wrench icon), Settings (with a gear icon), Admin (with a gear icon), and Power BI (with a chart icon). The main content area on the right is light gray and includes: a welcome message 'Welcome, Erica Watson' with a profile picture placeholder; a 'My Booking Tools' section with a link 'Please click here to make a booking'; a 'Smart Assistant' section with a photo of a woman and a 'DOWNLOAD' button; and a 'Method of Payment' section at the bottom.

# Traveller Resource Hub

## fctgtravelnews.com

### TRAVEL NEWS

Looking to travel? Get the latest traveller updates and information.

#### PLAN YOUR TRIP

Going somewhere? Find the latest travel restrictions, quarantine and testing requirements for domestic and international travel routes.

##### Travel restrictions and visa requirements

✈ Round Trip ▾ No Connections ▾ 👤 Passport: USA ▾ 📄 COVID-19 Vaccinated ▾

Where from?

Where to?

Depart Thu Apr 21

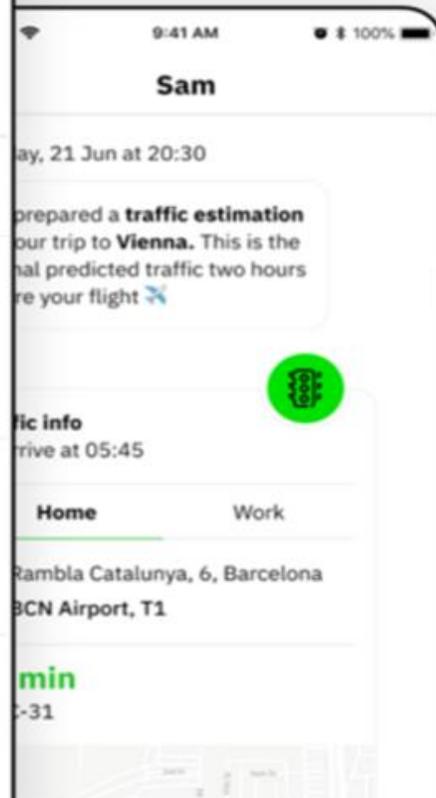
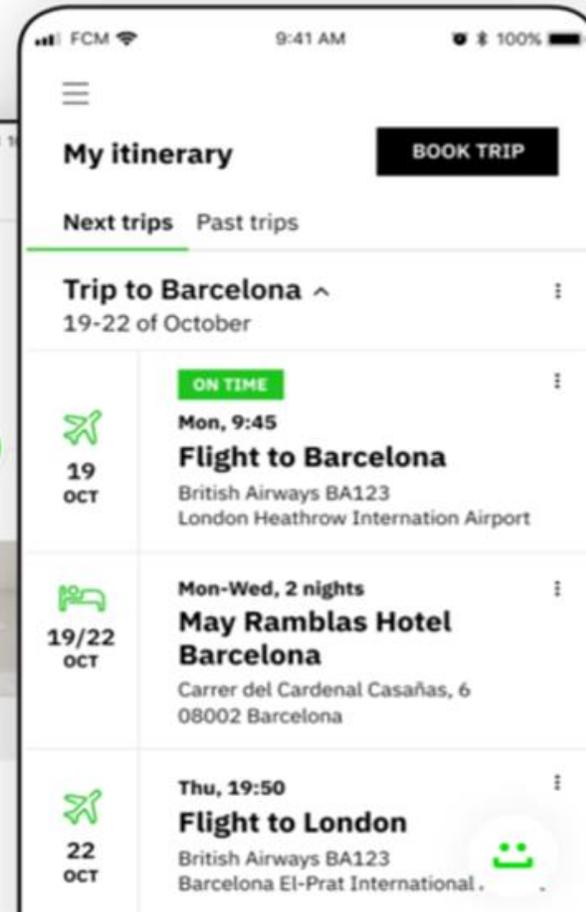
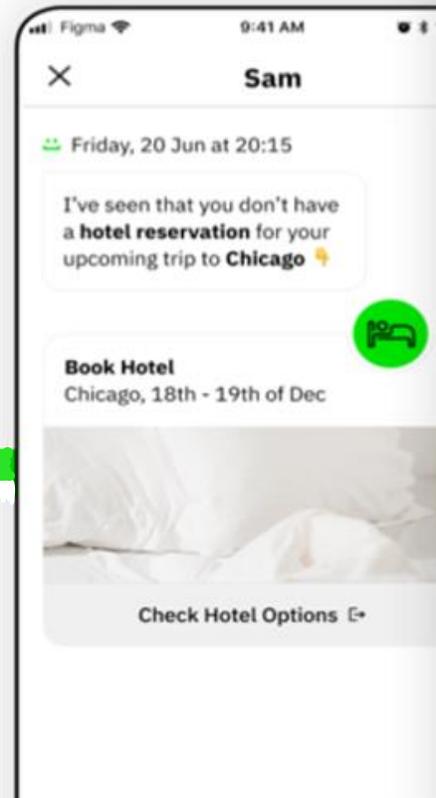
Return Thu Apr 28

See restrictions

powered by **sherpa**<sup>o</sup>

# FCM Mobile

Your travel program  
in your pocket.





# Booking & Travel Tips

## Booking Tips:

- For **other COVID -19 related information** please visit FCM's [Travel News Hub](#)
- To get the most **up to date travel and health restrictions** for your trip please visit the [Sherpa's Website](#) and enter your trip details.
- To **check health and safety measures** at your departure and arrival airports please visit the [Airports Council International](#) website.
- If you have an **unused ticket** in your profile and would like to apply it to a new booking, please reach out to FCM directly, and an agent will process the exchange.
- Do not wait to book your **car rental as availability is scarce** in many top destinations. Check the prices of all elements of your trips – air, hotel, and car rental – before completing your booking.
- **Airlines and other travel suppliers remain short-staffed**, please allow extra hold times for phone calls by agents when they're working directly with suppliers.
- If weather or other disputations occur, hold times will be longer with the agent team (and the airline customer service teams, too).



# Booking & Travel Tips

## Travel Tips

- **Be sure to pack extra PPE:** mask, hand sanitizer and wipes.
- Have duplicate **copies of your vaccine certificate** and store in different places and download any ‘vaccine passport’ apps available through airlines or government.
- If travelling across international borders, **build in extra time** at the beginning and toward the end of your trip should something happen.
- **Reconfirm travel requirements (testing, quarantine & local mandates) – at the time of booking, 72 hours prior to departure & 24 hours prior at check-in.** Airline & country covid testing requirements & quarantine rules have been ever changing during the pandemic so please double check all the rules, especially for any out of country travel.
- **If visiting a supplier or customer**, ask in advance about the rules at their place of business, know their protocols and any requirements or documentation you may need to provide.
- **Allow more time at the airports**, parking, security, car rental and in general. All may require more time and different processes. Check the Airports Council International (ACI) for the latest information at your departure and arrival airports.

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Thank You!

Q&A

