

FCm and Pinnacle FAQs

Benefits

What are the benefits of using a managed travel provider?

- Best Rates: Lowest rates available among contending companies and online travel websites. Southwest flights are available at published rates.
- Convenience: On-demand access to enhanced online booking tool for travel reservations and accommodations. After hours access for emergency support and a free mobile FCm App is available.
- Customer Service: A team of dedicated travel managers to assist one-on-one with travel management needs.
- Ease of Use: A simple and user-friendly online tool with regular training sessions available.

What are FCm's service fees?

- Online booking fees - \$10 per trip
- Agent Air booking fees - \$30 per trip
- After hours/holidays - \$20 per Call, per reservation plus agent ticketing fee
- Amendment or Exchange to Existing Reservation - \$0

*Trip includes Air, Car & Hotel when booked under one reservation

The pricing I see on Supplier's direct websites are lower than Concur. Is it okay to book directly with the airline to save the company money?

All bookings must be made within Concur and/or by an FCm designated agent. Concur displays the same flight and fare availability as the airlines or even less where we have negotiated discounts.

If you run into a price discrepancy, call FCm's agent team. If you are not finding what you would like to book in Concur, contact an FCm agent for assistance.

Tip: Switching between "search by fares" and "search by schedule" may land you more results.

General Information

What is Concur?

Concur is America's best corporate travel online booking solution that allows you to book and manage travel according to your personal preferences and company policies.

How do I get access to Concur?

Once you are set up in the Pinnacle HR system, your name and email address will be sent to FCm. You will receive a password via the FCm travel portal within 48 hours. If you are not registered in the system as a traveler, please contact the PNK Travel Team at pnktravelinquiries@pnkmail.com

You can access Concur with a single sign on through the FCm portal. If you have any questions you can contact the FCm online solutions team at online@corp.fcm.travel or call 1-866-540-1205.

I have never used Concur. Where can I get training?

FCm provides free monthly Concur training via live webinar. When you log into Concur, click on “company notes” and you will see a link to register for the next training. Trainings are held every Thursday at 8 a.m. PST or you may click here: [here](#)

I missed the initial training sessions. Does FCm offer live training? Is there a recorded training session I can review online?

FCm offers live Concur training every third Thursday at 8 a.m. PST. Enroll by clicking [here](#). A recorded online session of the Pinnacle training provided by FCm is available on the FCm portal.

Who can help me with questions related to Pinnacle’s travel policy and expenses?

Please contact Michael Crome at michael.crome@pinkmail.com

Navigating the System

How do I book travel?

To book online, log into Concur via the portal at <https://portal.fcm.travel/pinnacleentertainment> and click on the Concur logo, or email your dedicated team at FCmteam2@us.fcm.travel For more immediate travel, call your dedicated team at 877-788-2775 in the US.

Before I make my first travel booking with FCm, How do I add my frequent flyer, hotel memberships, credit card and personal details to my profile?

You will need to use your company email address to log into the system for the first time. Click on “forgot password” and create a password. Log onto your profile via the portal <https://portal.fcm.travel/pinnacleentertainment> and update your profile with any of your memberships, personal preferences, credit card details for air, car and hotel transactions, and passport and TSA info.

It is CRUCIAL that your name provided to HR matches your name on your ID and Passport so your airline tickets are correct! For any questions or concerns, please contact the PNK Travel Team at pnktravelinquiries@pnkmail.com. Note: Membership reward program account numbers must be entered in the traveler’s profile without spaces or special characters. It is recommended that the name on your membership reward accounts match your legal name and passport. Any name changes need to be updated through HR, and not in the FCm portal.

How can I view my upcoming trips?

Upcoming trips are available to be viewed in your concur login. Additionally, FCm has a FREE Mobile APP available for Apple or Android, and will keep all of your itineraries in one place, as well as provide any updates, gate changes, schedule changes and travel tips. Download the FREE FCm APP today!

How can I change my booking?

Changes to your bookings can be made by emailing or calling your FCm team at **877-788-2775**. Please note that most airlines charge an estimated \$200 for changes to discount economy domestic tickets, PLUS any difference in fare. If you are located in the US and using the online tool, you may have access to change your reservation online. Contact your FCm online helpdesk for further assistance.

How can I cancel my booking?

You can cancel your booking by managing your trip in Concur or calling your FCm team. Note: *Reservations including Southwest Airlines must be cancelled via the FCm team.* In addition, once you cancel a ticket you will have an unused ticket credit pending in your profile. These credits must be used within one year of the original date.

How do can I get a refund on a ticket?

If your ticket is refundable, your FCm travel manager can request a refund from the airline. Refunds can sometimes take 8 to 12 weeks to appear on your statement, depending on the airline. If your ticket is nonrefundable, the ticket will be held in credit to use for future travel with the same airline. This credit will be posted to your FCm profile and you will be prompted at the end of a Concur booking to apply an unused credit on file.

How do I use a ticket on hold or unused ticket?

If you cancel flights where a ticket is non-refundable, your ticket is placed on file to be used toward future travel. Please note that if your unused credit value is less than \$300, the value is not great enough to cover the cost of change fees and therefore the credit is void. If you want to use Southwest unused tickets, you will need to call your FCm team – these cannot be applied online.

How do I book international travel?

Basic point to point bookings can be made on Concur, and these will be quality checked and ticketed by the FCm team. For more complex itineraries, contact your FCm team via email or phone to make sure you're getting the best fare options.

How can I book preferred seats?

Economy Plus or Economy Comfort seats are not reimbursable by the travel policy. You can select and purchase your own preferred seats on your personal credit card or using your miles.

Can I make a booking for a guest, candidate or consultant?

Managers or Executive Assistants can make a booking for a guest or candidate in Concur. Travelers will still need to use their assigned credit card for car or hotel expenses and submit an expense claim through Accounts Payable.

Can I book a personal trip with FCm?

Personal bookings for vacations or weekends away can be made via our Travel Club, who can still take advantage of the great discounts available on air fares, car rental and hotels. Contact your Travel Club team at la@travelassociates.us or call 1-855-900-9839.

What if I want to make a booking on the weekend or after hours?

The Concur booking tool is available 24/7. For urgent situations requiring agent assistance, our Emergency Travel Center is available to assist. If you dial the regular office number outside of business hours, you will be given the option to be transferred to the emergency line.

For non-urgent travel, departing outside of 72 hours, contact your dedicated team via email or phone during office hours.

How do I populate my travel itinerary into Outlook?

You will see an Infuzer Icon on your FCm travel itinerary. You must download Infuzer before you are able to add to your itinerary. When you receive your itinerary, you will have the option to sync to Outlook. Ensure that you have you or your traveler's Outlook calendar open prior to selecting the sync option.

TroubleShooting

Concur doesn't seem to be working – who do I call?

Please contact our Online Support team at 1-866-540-1205 for technical assistance. For immediate bookings, call or email your FCm Team.

I need a copy of an invoice, how do I obtain?

Invoice copies are available in your FCm portal. If you do not see your invoice and it has been over 24 hours from time of reservation, please email your FCm team to request another invoice.