Brown University: Guide to Booking Travel

Office Contact Information:
Agent Reservations: 800-346-1938
From outside US: 401-262-3083
Hours of Operation: Mon-Fri 8:30am – 5:30pm ET
Company Code: 7Z4B (Seven-Zebra-Four-Bravo)

Office Team Email:
Brown@corp.fcm.travel

FCm Team Leader:
Kerry.Roderick@corp.fcm.travel

Emergency Assistance:
Dial the normal office line after hours to access the 24/7 service team at FCm. Please identify yourself by name, company and the Company Code (7Z4B) listed on your itinerary. There is a $20.00 fee for this emergency service; therefore please utilize it only when absolutely necessary outside of normal business hours

Creating Travel Profiles/ Self-Registration:
First time users of FCm must create a travel profile. Instructions on how to do so can be found at http://brown.edu/about/administration/controller/accounts-payable/travel-management-real.

Adding a Travel Arranger:
In order to add someone as a travel arranger to your profile, follow these simple steps:
- Log on to the FCm travel portal with your profile
- Click on the “Profile” tab on the top ribbon
- Click on the “Contact Info” tab on the profile ribbon
- Under email address, add the email of your travel arranger and under “Email Type” you can nominate them as your travel arranger.
- Once someone is setup as your travel arranger, they can have access to your profile and make reservations on your behalf
- Travel arrangers must have their own FCm profile as well

Book Online:
For questions regarding profiles and booking online, please contact FCm Online Support at online@corp.fcm.travel or dial the office phone number and choose the prompt for online reservation assistance.

FCm Mobile App:
FCm Mobile offers travelers access to your travel itinerary, flight status notifications, airport guides, currency converter, weather forecasts and other features on your mobile device. The app can be used on android, blackberry, iphone, and ipad. Download in your app store under “FCm Mobile”.

When Booking Travel:
Please follow this sequence:
1. Identify yourself, company, and any required billing code(s) and the name(s) of the traveler(s).
2. Date of travel and travel destination.
3. If known, specify flights. If dates and times are flexible, we will suggest options to take advantage of lower fares. Otherwise, if possible, we shall adhere to specific dates, hours and flights requested by the traveler.
4. When advised that a ticket is non-refundable, please be aware that a penalty will apply if travel changes occur after the ticket and boarding passes have been issued.
5. Seat assignments will be done ahead of time whenever possible. Please indicate if two or more people are traveling together.
6. When booking international travel, we will provide entry requirements and visa information. Please make international reservations as far in advance as possible.
7. Please provide the traveler’s current home phone number and the name and phone extension of the person making the reservation.

Hotel Reservations:
Please state room category and location preferred (near airport or which section of the city the traveler is visiting).

Guaranteed Reservations – Cancellation policies vary by property and range from 72 hours prior to 4:00pm day of arrival. Please consult your itinerary for the exact policy.

Negotiated Rates - Whenever possible, we shall procure the negotiated rates at those hotels frequently visited.

Car Rental Reservations:
Car rental companies require exact pick-up and drop-off details.

Chauffeured Transportation:
We would be happy to book your chauffeured transportation reservation(s) for you and FCm also has a substantial discount program with Boston Coach.

International or Multi-Leg Trips:
All long-haul international or complex multi-leg domestic flights should be booked through FCm via email or phone rather than using the Concur online booking tool. FCm travel consultants are experienced travel professionals who can find the best routes, rates, and carriers to accommodate your travel needs at a low price option for long-haul international or multi-leg flights. In many cases, FCm travel consultants can utilize creative ticketing to find the lowest fares available to keep our costs down.

UPON RECEIPT OF ITINERARY/TICKET, PLEASE VERIFY THAT INFORMATION IS CORRECT