



SAP Concur Travel: Update Your Profile

Use this guide to help you update your profile via Concur Travel.

Accounts Payable & Travel

Revised Oct. 2021

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Overview

The SAP Concur Travel online booking tool delivers the broadest selection of travel content through an intuitive and easy-to-use online travel booking experience.

Corporate Travel Planners (CTP) is the preferred vendor for airfare purchases. When creating a travel booking in the SAP Concur system, the reservation and invoice is processed through CTP.

Please note, Travel Assistants will be referred to as Travel Arrangers in SAP Concur Travel and Proxys in SAP Concur Expense.

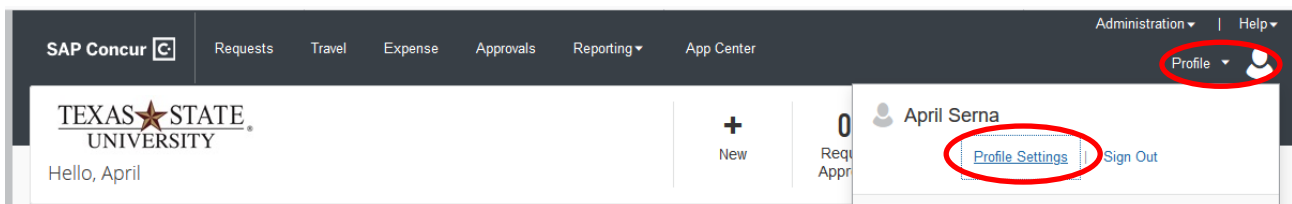
For employees of Texas State University, the traveler profile will be pre-populated with the basic data to book travel. However, you will need to do a one-time entry of: Profile Information, Traveler Preferences, TSA Secure Flight Data and Travel Assistant/Arranger.

Upon your first login to SAP Concur, employees of Texas State University will need to complete their travel profile before booking for themselves or booking on behalf of others. The “Required” fields in the profile are the priority items to complete, which include contact information and TSA Secure Flight data.

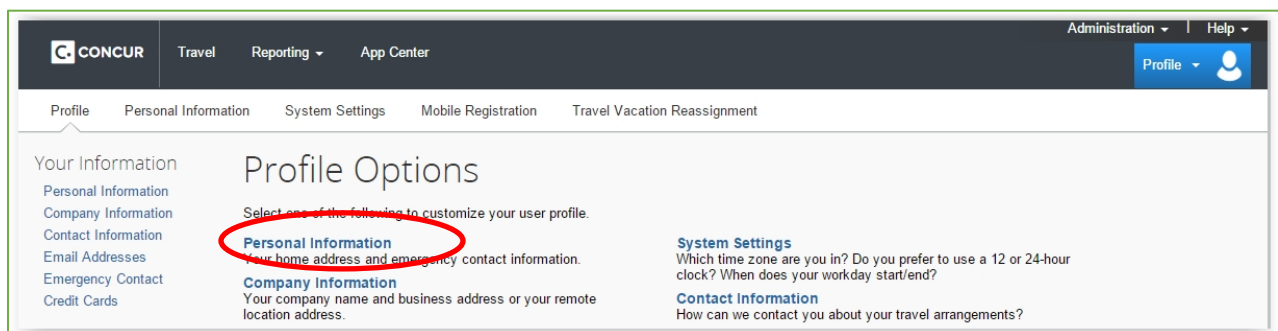
The SAP Concur profile houses your personal travel preferences and travel reward program numbers. Once information is entered and saved, the data will automatically be added to your bookings whether reserved through SAP Concur or a CTP agent. These instructions are for required and optional fields, you do not have to enter any additional information if you choose not to.

Profile Information


1. Select **Profile** then **Profile Settings** from the top header on the right side of the SAP Concur Home Page.



2. Select **Personal Information**.



- Complete each section of your profile, then select the Save button at the end of the My Profile – Personal Information (after Credit Card field).



- If only completing a certain section of the profile, use the **Jump To** drop down to maneuver through the fields.

My Profile - Personal Information

Jump To:

Disabled fields (gray) cannot be changed. If there are errors in these fields, contact your company's travel administrator.


Fields marked **[Required]** and **[Required**]** (validated and required) must be completed to save your profile.

[Change Picture](#)



Name

Verify that this information appears as it does on your government issued photo ID. If the ID information does not match the ticket information exactly, the traveler may be delayed or be turned away at the gate. First, Last and Middle names are required fields. If there is no middle name to enter, check the box **No Middle Name**.

 **Important Note**
Your Name and Airport Security: Please make certain that the first, middle, and last names shown below are identical to those on the photo identification that you will be presenting at the airport. Due to increased airport security, you may be turned away at the gate if the name on your identification does not match the name on your ticket.

Title	First Name	Middle Name [Required]	Nickname	Last Name	Suffix
<input type="text" value=""/>	<input type="text" value="April"/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value="Serna"/>	<input type="text" value=""/>
<input checked="" type="checkbox"/> No Middle Name					

Work Address

The work address fields are optional. The Company Name will be populated.

Work Address Go to top

Company Name	Assigned Location
<input type="text" value="Texas State University"/>	<input type="text" value="Please choose a company location."/>
<input type="checkbox"/> Address same as assigned location	
Street	
<input type="text" value=""/>	
City	State/Province/Region
<input type="text" value=""/>	<input type="text" value=""/>
Postal Code	Country
<input type="text" value=""/>	<input type="text" value=""/>

Home Address

The home address fields are optional.

Home Address

Go to top

Street

City

State/Province

Postal Code

Country/Region

United States of America

Save

Contact Information

You must specify at least one Phone Number, either Work or Home Phone so you may be contacted for any updates regarding your reservations.

Contact Information

Go to top

Work Phone^[Required**]

Work Extension

Work Fax

2nd Work Phone/Remote Office

512-245-8297

Home Phone^[Required**]

Pager

Other Phone

Mobile Phone Country/Region

Mobile Phone

**You must specify either a home phone or a work phone.

Save

Email Addresses

This field allows you to add an email address (as many as you want) to receive copies of your travel itineraries at alternate email addresses.

NOTE: All itineraries booked through SAP Concur Travel (CTP) will be automatically forwarded to On Call International (On Call) for duty of care services for the university.

Email Addresses

Go to top

Please add at least one email address.

▶ [How do I add an email address?](#)

▶ [Travel Arrangers / Delegates](#)

▶ [Why should I verify my email address?](#)

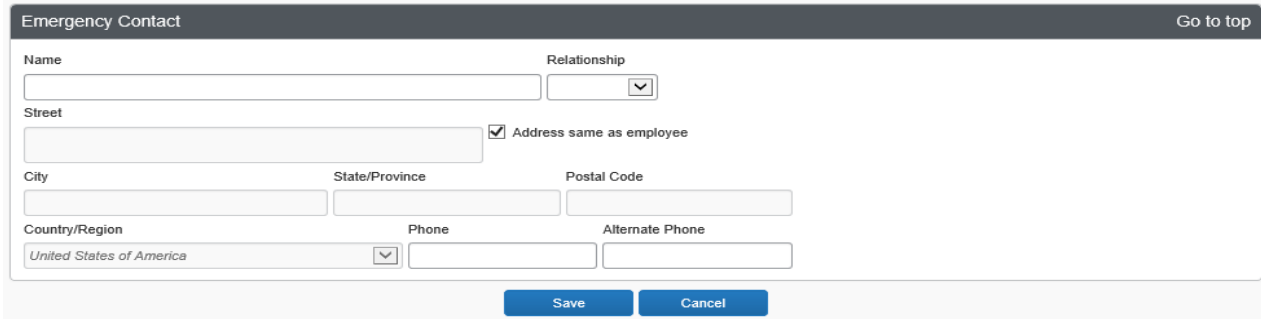
▶ [How do I verify my email address?](#)

+ Add an email address

	Email Address	Verification Status	Verify	Contact?	Actions
Email 1	ars51@txstate.edu	✔ Not Verified	Verify	Yes	

Emergency Contact

The emergency contact fields are optional. This information may be helpful during an emergency, as the person listed can be contacted if the traveler cannot be reached. Choose someone who can answer questions or possibly has alternatives for reaching the traveler.



The form is titled "Emergency Contact" and has a "Go to top" link in the top right corner. It contains the following fields: "Name" (text input), "Relationship" (dropdown menu), "Street" (text input), "City" (text input), "State/Province" (text input), "Postal Code" (text input), "Country/Region" (dropdown menu with "United States of America" selected), "Phone" (text input), and "Alternate Phone" (text input). There is a checkbox labeled "Address same as employee" which is checked. At the bottom, there are "Save" and "Cancel" buttons.

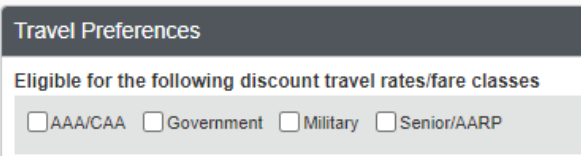
Traveler Preferences

If you have travel reward programs or specific travel preferences, you can include these in your profile. This information is used for preferences such as frequent flyer programs, hotel points, airlines (e.g., window, aisle, no exit row, etc.), hotel (e.g., high floor, not by elevator, king bed, etc.), vehicle (e.g., no red or silver cars). These preferences can be modified at any time. If you use preferences, you will have less data to enter when completing future bookings.

NOTE: Early Bird Check-In, or Preferred Seating requires Cabinet Officer approval. If the traveler is a Cabinet Officer, the President or the VP of FSS approval is required.

Discount Programs

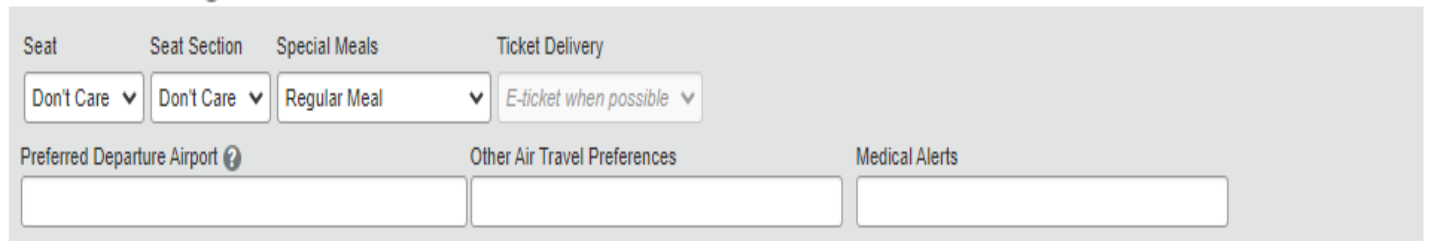
- Select any of the applicable discount programs you are a member of.



The form is titled "Travel Preferences" and has a header "Eligible for the following discount travel rates/fare classes". Below the header, there are four checkboxes: "AAA/CAA", "Government", "Military", and "Senior/AARP".

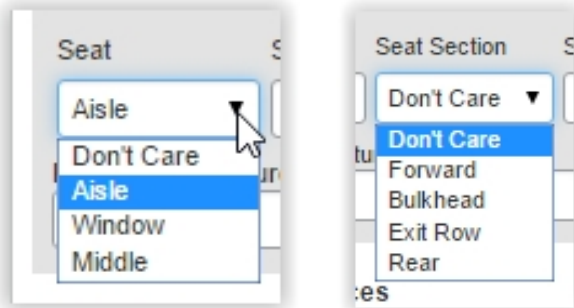
Air Travel Preferences

Air Travel Preferences ?



The form is titled "Air Travel Preferences" and has a header "Air Travel Preferences ?". It contains the following fields: "Seat" (dropdown menu with "Don't Care" selected), "Seat Section" (dropdown menu with "Don't Care" selected), "Special Meals" (dropdown menu with "Regular Meal" selected), "Ticket Delivery" (dropdown menu with "E-ticket when possible" selected), "Preferred Departure Airport ?" (text input), "Other Air Travel Preferences" (text input), and "Medical Alerts" (text input).

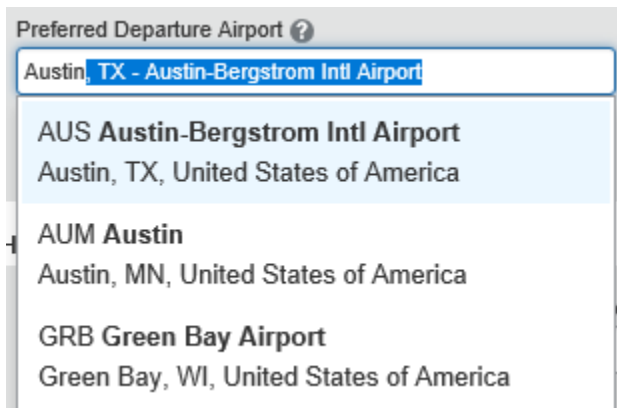
- Select your flight preferences from the dropdown menu for: **SEAT, SEAT SECTION, SPECIAL MEALS** (long flights only).



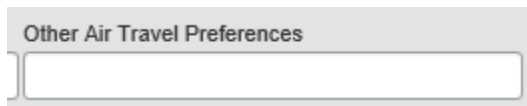
NOTE: If you travel on flights providing meals, you can complete the Special Meals preference.



- Enter your **Preferred Departure Airport**. Begin typing the city name or airport's three-digit code in the text box and the system will search the airport that matches the typed information. Select the correct airport once it is listed.



- Enter any other information/preferences to be communicated to the CTP agent in **Other Air Travel Preferences**.

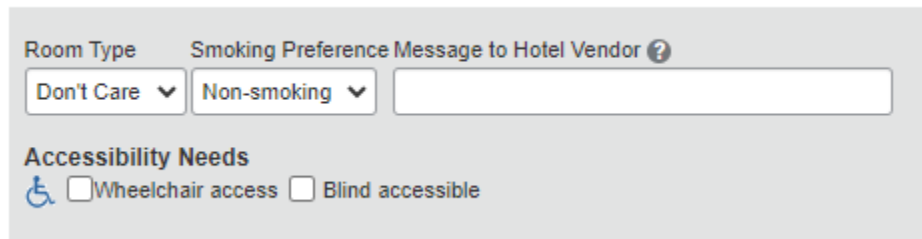


- Enter any medical allergies or special instruction in **the Medical Alerts** box.

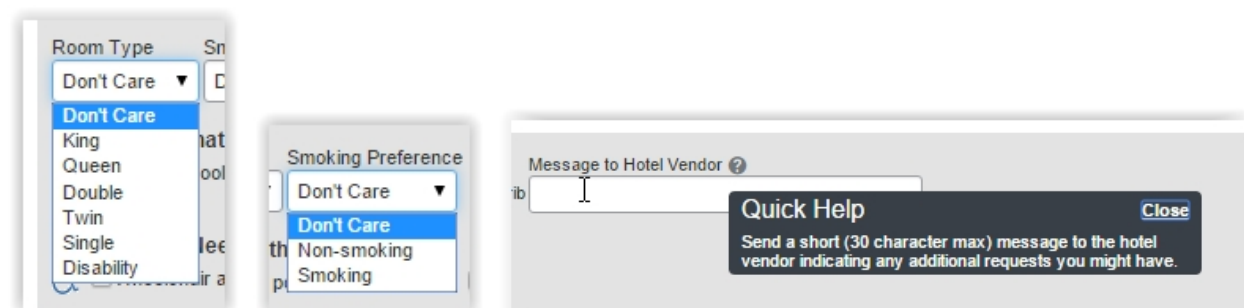


Hotel Preferences

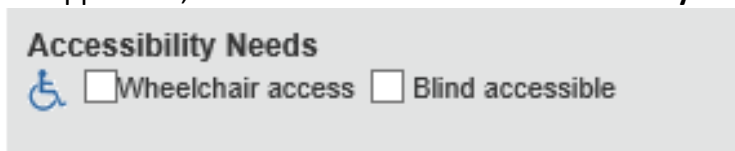
Hotel Preferences



- Select your hotel preferences from the dropdown menus for: **Room Type**, **Smoking Preference**, **Message to Vendor** (can input requests such as “high floor,” “not by ice machine,” etc.).

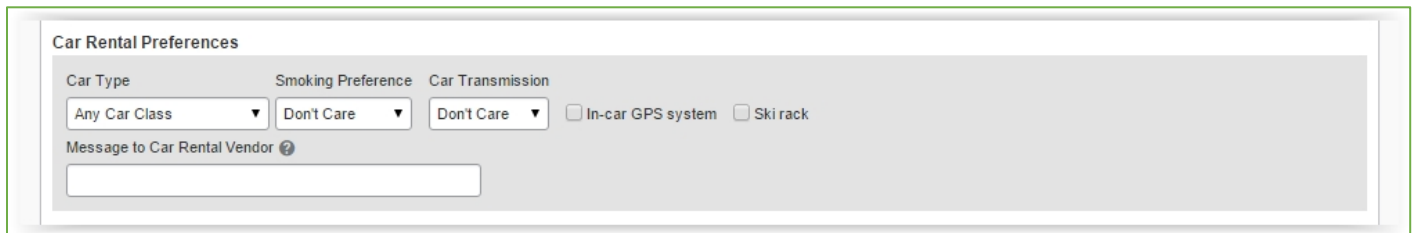


- If applicable, click the boxes under the **Accessibility Needs** area.



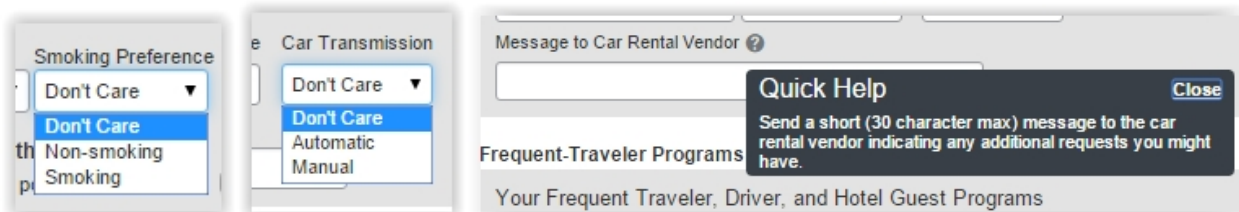
Car Rental Preferences

NOTE: Car rentals booked in Concur will not be Direct Billed to the University. The traveler will pay personally and may not receive the benefits and discounts offered through the State of Texas contract. **This option may be available in the future but can be ignored at this time. Continue to book vehicles through the SAP Portal.**



The screenshot shows the 'Car Rental Preferences' form. It includes three dropdown menus: 'Car Type' (set to 'Any Car Class'), 'Smoking Preference' (set to 'Don't Care'), and 'Car Transmission' (set to 'Don't Care'). There are also two checkboxes: 'In-car GPS system' and 'Ski rack', both of which are unchecked. Below these is a text input field labeled 'Message to Car Rental Vendor' with a help icon.

- Select your Car Rental Preferences from the dropdown menu for each of the following options: **Car Type, Smoking Preference, Car Transmission, In-Car GPS** (Note: if you have this in your preferences you will receive this feature each time you rent a vehicle and will be personally billed for the service). You also can input data in **Message to Car Rental Vendor** such as “no red car”, etc.



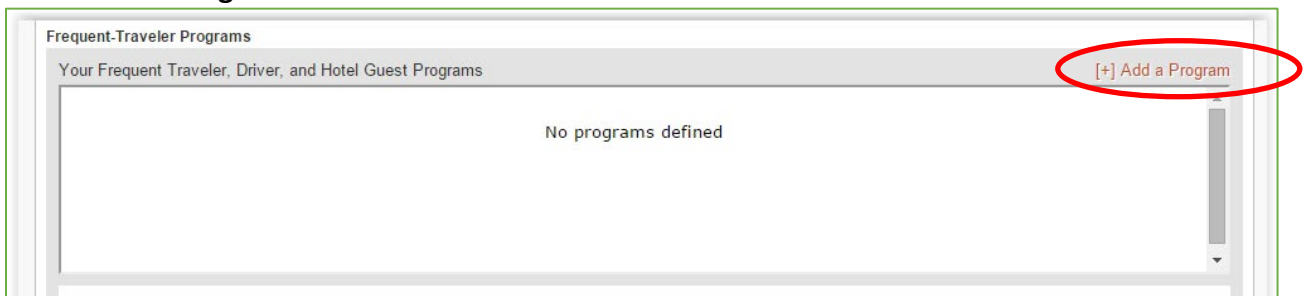
This image shows a close-up of the 'Smoking Preference' and 'Car Transmission' dropdown menus. The 'Smoking Preference' menu is open, showing options: 'Don't Care', 'Non-smoking', and 'Smoking'. The 'Car Transmission' menu is also open, showing options: 'Don't Care', 'Automatic', and 'Manual'. To the right, a 'Quick Help' popup is visible, stating: 'Send a short (30 character max) message to the car rental vendor indicating any additional requests you might have.' There is a 'Close' button on the popup. Below the popup, the text 'Frequent-Traveler Programs' and 'Your Frequent Traveler, Driver, and Hotel Guest Programs' is visible.

Frequent-Traveler Program

If you have a frequent-traveler program membership(s), you can include these in your profile. You can add as many programs as you want but can only enter five programs at a time. You must **SAVE** and start over to add additional programs. Once you have added frequent traveler information in your profile, these numbers will be automatically added to all bookings made in SAP Concur Travel or with a CTP agent.

NOTE: When entering program numbers, exclude any spaces and/or special characters.

- Select **Add a Program**.



The screenshot shows the 'Frequent-Traveler Programs' section. It has a header 'Your Frequent Traveler, Driver, and Hotel Guest Programs'. Below the header, it says 'No programs defined'. In the top right corner, there is a red button labeled '[+] Add a Program' which is circled in red.

- Select the program type(air/car/hotel), select the vendor. Enter your program number for each program type.
 - a. AIRLINES: Select the plane icon, then the carrier from the dropdown box. The super carriers are highlighted at the top of the dropdown list. You may have to scroll down to find your carrier. Next, enter your **Frequent Flyer Number** in the field on the right of the screen. Click **Save** when complete or **Cancel** to exit selection. Repeat if you have more than five programs.

Add Travel Programs

i Please enter programs EXACTLY as they appear on your card, excluding spaces and dashes. Do not add any additional characters. Do not include the carrier code. If you enter a program incorrectly, you will get a profile error from the reservation system. For example, if your card is printed "AA12345" or "John Doe/12345", your program number is "12345".

The page allows you to enter up to 5 travel programs at a time. First, select the type of program (carrier name, car rental, or hotel). Then, select the name of the company from the adjacent list. Finally, enter the program number (frequent traveler number, etc.)

The screenshot shows the 'Add Travel Programs' interface. On the left, there are five rows, each with a program type icon (plane, car, or bed) and a dropdown menu. The first row is selected with the plane icon. The dropdown menu is open, showing a list of airlines: Air Canada, Alaska Airlines, American Airlines, Amtrak, Delta, Frontier, JetBlue, Southwest, United, Virgin America, 1time, 9 Air Co Ltd, AccesRail, Adam Air, Adria Airways, Advanced Air, Aeбал, Aegean Air, and Aer Arann. To the right of the dropdown is a text field for 'Frequent Traveler / Driver/ Guest Number' and a checkbox for 'Search this vendor'. There are five such fields, one for each row. At the bottom are 'Save' and 'Cancel' buttons. Red arrows point to the plane icon, the dropdown menu, and the text field.

- b. HOTELS: Select the bed icon, then the hotel from the dropdown box. The large chains are highlighted at the top of the drop-down list. You may have to scroll down to find your hotel. Next, enter your **Frequent Guest Number** in the field on the right of the screen. Click **Save** when complete or **Cancel** to exit selection. Repeat if you have more than five programs.
- c. CAR RENTAL: This option may be available in the future but can be ignored at this time. Continue to book vehicles through the SAP Portal.

Add Travel Programs

i Please enter programs EXACTLY as they appear on your card, excluding spaces and dashes. Do not add any additional characters. Do not include the carrier code. If you enter a program incorrectly, you will get a profile error from the reservation system. For example, if your card is printed "AA12345" or "John Doe/12345", your program number is "12345".

The page allows you to enter up to 5 travel programs at a time. First, select the type of program (carrier name, car rental, or hotel). Then, select the name of the company from the adjacent list. Finally, enter the program number (frequent traveler number, etc.).

Hotel

Choose a hotel chain

- Wyndham Rewards (WR)
- AccorHotels (RT)
- Choice Brands (EC)
- Hilton (AI) (EH)
- Intercontinental Hotels Group (6C)
- Marriott International (EM)
- Radisson Hotel Group (CW)
- Registry Collection (TR)
- Best Western (BW)
- Comfort Inns (CI)
- Courtyard (CY)
- Crowne Plaza (CP)
- Doubletree (DT)
- Embassy Suites (ES)
- Fairfield Inns (FN)
- Fairmont Hotels (FA)
- Four Points Hotels (FP)
- Hampton Inns (HX)
- Hilton (HH)
- Holiday Inn (HI)
- Hyatt (HY)
- La Quinta Inns (LQ)
- Marriott (MC)
- Omni Hotels (OM)
- Radisson (RD)
- Residence Inns (RC)
- Rosewood (RW)
- Sheraton (SI)
- W Hotels (WH)

Frequent Traveler / Driver/ Guest Number Search this vendor

Frequent Traveler / Driver/ Guest Number Search this vendor

Frequent Traveler / Driver/ Guest Number Search this vendor

Frequent Traveler / Driver/ Guest Number Search this vendor

Frequent Traveler / Driver/ Guest Number Search this vendor

Cancel

Advantage Programs

If you have any advantage program membership(s), you can include these in your profile. You can add as many programs as you want but can only enter five programs at a time. You must **SAVE** and start over to add additional programs. Once you have added advantage program memberships in your profile, these numbers will be automatically added to all bookings made in SAP Concur Travel or with a CTP agent.

NOTE: When entering program numbers exclude any spaces and/or special characters.

- Select **Add a Program**

Advantage Programs

Your Advantage Programs for Travel Discounts

No programs defined

+ Add a Program

- Select the program type (air/car/hotel), select the vendor. Enter your program number for each program type.

- a. The following screen will appear. Select a carrier, select the Advantage Program, enter the number excluding any spaces and/or special characters, and expiration date. Click **Save** when complete or **Cancel** to exit selection. Repeat if you have more than five programs.

Add Travel Programs



Please enter programs EXACTLY as they appear on your card, excluding spaces and dashes. Do not add any additional characters. Do not include the carrier code. If you enter a program incorrectly, you will get a profile error from the reservation system. For example, if your card is printed "AA12345" or "John Doe/12345", your program number is "12345".

The page allows you to enter up to 5 advantage programs at a time. Select the name of the company followed by the program number and the card expiration date.

	Air/Rail Carrier	Advantage Program	Advantage Program Number	Expiration Date
1	<div>Select a carrier</div>	<div></div>	<div></div>	<div></div>
2	<div> <div> <div>SNCF</div> <div>Thalys</div> <div>Swiss Federal Railways</div> <div>Amtrak</div> </div> </div>	<div></div>	<div></div>	<div></div>
3	<div>Select a carrier</div>	<div></div>	<div></div>	<div></div>
4	<div>Select a carrier</div>	<div></div>	<div></div>	<div></div>
5	<div>Select a carrier</div>	<div></div>	<div></div>	<div></div>

Save

Cancel

Unused Tickets and Southwest Ticket Credits

SAP Concur Travel will list any ticket credit that may be used by the traveler in the **Unused Tickets and Southwest Ticket Credits**. Information will be located within the profile if any unused tickets from previous bookings are available. You can apply unused ticket credits in your profile to your next booking.

Unused Tickets

You have the following unused tickets in the reservation system.

Carrier	Ticket Number	Credit	Expiration Date	Notes
UNITED	016 7225827096	USD301.20	12/03/2019	UA

Southwest Ticket Credits

Add Ticket Credit

TSA Secure Flight Data

Information required by TSA will need to be entered in **TSA Secure Flight** and will need to reflect exactly what is listed on the traveler's government issued photo ID. Gender and Date of Birth are both required elements for this section and for airfare reservations. Once you enter your Date of Birth, it will be masked with asterisk symbols (ex. **/**/****) for security purposes. If you have a Redress # or TSA Pre-check (Known Traveler Number), please add it here. If the identification information does not match the ticket information exactly, the traveler may be delayed or be turned away at the gate.

TSA Secure Flight

The Transportation Security Authority (TSA) requires us to transmit information collected from you. Providing information is required. If it is not provided, you may be subject to additional screening or denied transport or authorization. TSA may share information you provide with law enforcement or intelligence agencies or others under its records notice. For more on TSA privacy policies or to view the records notice and the privacy impact assessment, see the TSA's web site at WWW.TSA.GOV.

Gender [Required]	Date of Birth (mm/dd/yyyy)[Required]	DHS Redress No.?	TSA Pre✓ Known Traveler Number?
<input type="radio"/> Male <input checked="" type="radio"/> Female	<input type="text" value="**/**/****"/>	<input type="text"/>	<input type="text"/>

Assistants and Travel Arrangers

The Travel Assistant role is an employee, authorized to perform all travel activities required to create, change and save travel itineraries, requests and expenses on the employee/traveler's behalf. A Travel Assistant is also referenced as a Travel Arranger in SAP Concur Travel and a Proxy in SAP Concur Expense. It is possible to have more than one Travel Assistant listed.

1. You can assign a Travel Assistant/Arranger [Proxy] by selecting **+Add an Assistant**. A pop up will appear.

NOTE: For each assistant you wish to assign, repeat the steps.

Assistants and Travel Arrangers

Go to top

Please select the individuals within your organization that you would like to give permission to perform travel functions for you.

☐ Refuse Self Assigning Assistants

Your Assistants and Travel Arrangers

[+] Add an Assistant

You currently have no assistants defined.

2. Begin typing the assistant's name in the Assistant field. Once the name is located, click on it to select.
NOTE: The Travel Assistant's name will display additional information so you can ensure you are selecting the correct person (i.e., multiple staff with the same name).

https://www.concursolutions.com/profile/AssistantEditor.asp?u

Add an Assistant

Please select the individuals within your organization that you would like to give permission to perform travel functions for you.

Assistant

Valdez, Isabel

Valdez, Isabel
General Accounting Office
mv27@txstate.edu
5122452775

number in primary assistant

Save Cancel

3. Select **Can book travel for me** and/or **Is my primary assistant for travel**.
NOTE: You can only have one primary assistant. The primary assistant will receive all travel communication (emails) regardless of who booked the reservation (i.e., a different department books travel for the employee, the primary assistant will receive a reservation email).

☒ Can book travel for me

☐ Is my primary assistant for travel*

*Individuals/Groups with no work phone number in their profile cannot be designated as primary assistant for travel.

4. Verify the Assistant's name listed and select **Save**.

https://www.concursolutions.com/profile/AssistantEditor.asp?u

Add an Assistant

Please select the individuals within your organization that you would like to give permission to perform travel functions for you.

Assistant

Valdez, Isabel

☒ Can book travel for me

☐ Is my primary assistant for travel*

*Individuals/Groups with no work phone number in their profile cannot be designated as primary assistant for travel.

Save Cancel

5. Name selected will be listed under **Assistants and Travel Arrangers**. Select **Save** to complete the process.

Assistants and Travel Arrangers Go to top

Please select the individuals within your organization that you would like to give permission to perform travel functions for you.

☐ Refuse Self Assigning Assistants ?

Your Assistants and Travel Arrangers

Valdez, Isabel	Can book travel? ✓	Add an Assistant
----------------	---------------------------------	----------------------------------

Save

Credit Cards

SAP Concur Travel is for business use only and personal credit cards cannot be added. If you wish to book a personal trip, you will need to contact a CTP agent directly and provide your payment information.

Credit Cards Go to top

You currently have the following credit cards saved with your profile.

You currently have no credit cards saved.

Save Cancel

Once you have added all traveler information in your profile click **Save** to finalize all entered data, **Cancel** to delete any unsaved data or **Go to top** to review all profile entries. These numbers and information will be automatically added to all bookings made in SAP Concur Travel or with an agent.

[▲ Go to top](#) Save Cancel