



SAP Concur Travel: Update Your Profile

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

Accounts Payable & Travel

Revised October 2024

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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.

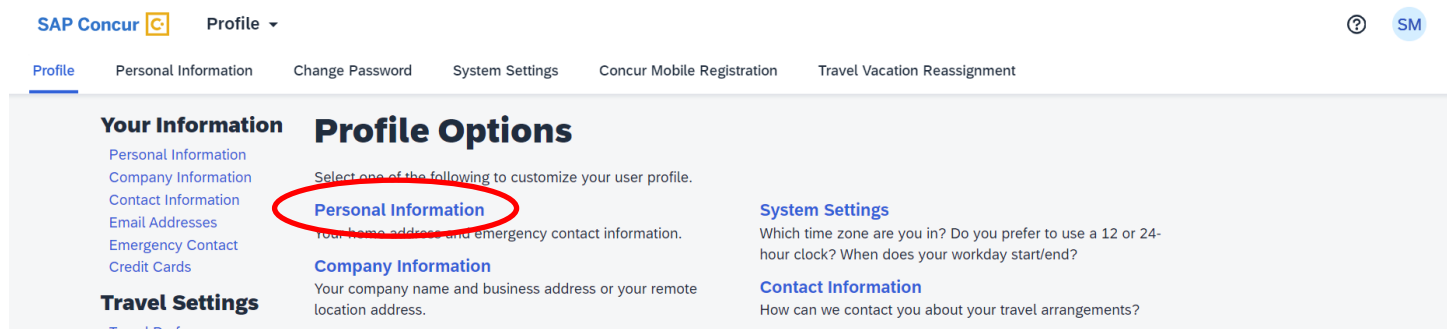
The SAP Concur profile houses your personal travel preferences and travel reward program numbers. Once information is entered and saved, the data will automatically be added to your bookings whether reserved through SAP Concur or a CTP agent. These instructions are for required and optional fields, you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

Profile Information

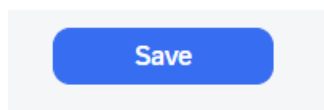
1. Select your initials then **Profile Settings** from the top header on the right side of the SAP Concur Home Page.



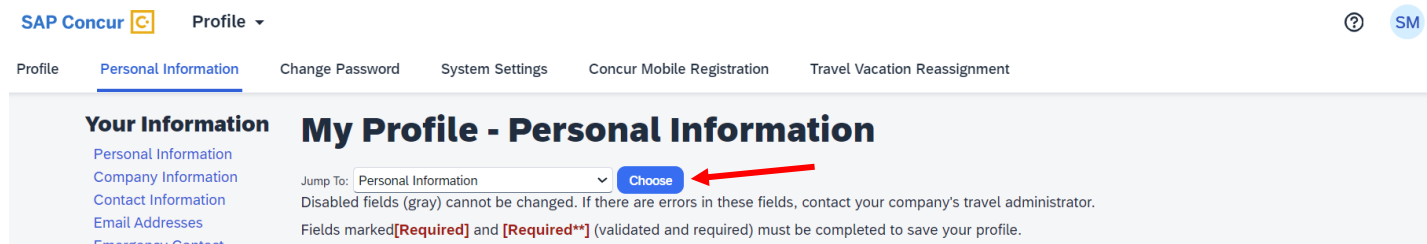
2. Select **Personal Information**.



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



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

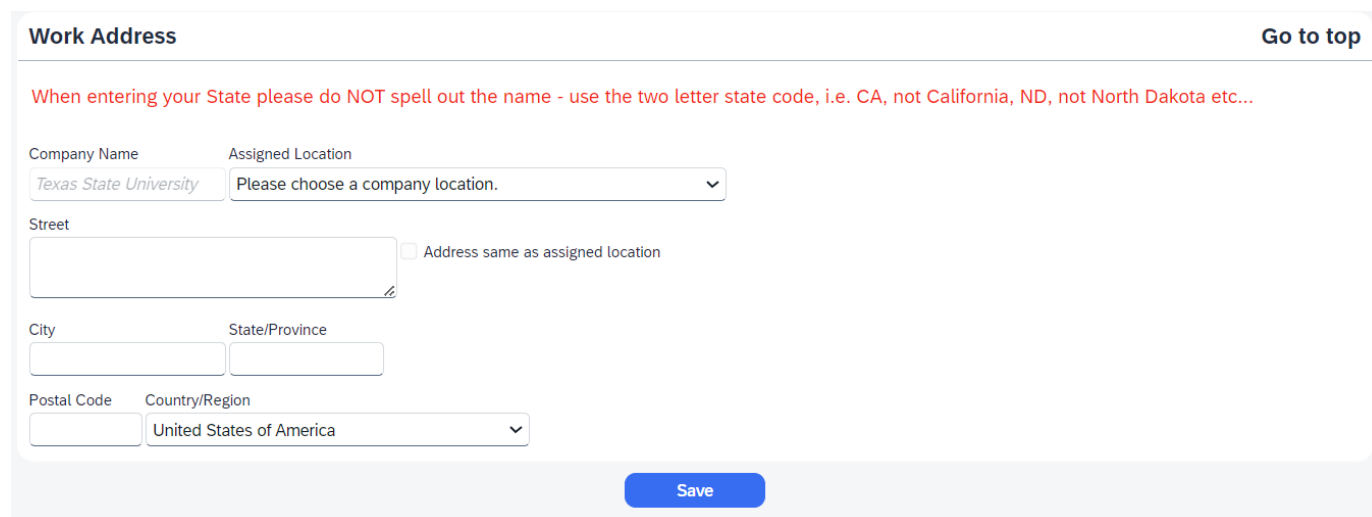


Name

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.

Work Address

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



Home Address

The home address fields are optional.

Home Address

Go to top

When entering your State please do NOT spell out the name - use the two letter state code, i.e. CA, not California, ND, not North Dakota etc...

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

When entering phone information please do NOT enter special characters - run the number together, i.e. 0001112222.

Work Phone[Required**]

Work Extension

Work Fax

2nd Work Phone/Remote Office

5122458956

5122458956

Home Phone[Required**]

5122458956

Pager

Other Phone

Mobile Phone Country/Region

Mobile Phone[Required**]

United States of America (+1)

5122458956

****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?](#)
[How do I verify my email address?](#)
[Why should I verify my email address?](#)
[If I am a travel arranger or delegate, what do I need to do?](#)
[I would like to have someone arrange travel or delegate expense on my behalf, what do I need to do?](#)

+ Add an email address

	Email Address	Verification Status	Verify	Contact?	Actions
Email 1	s_m247@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.

Emergency Contact
Go to top

When entering your Emergency Contact you must enter First Name, Last Name, Phone Number. When entering phone information please do NOT enter special characters - run the number together, i.e. 0001112222. When entering an address your State please do NOT spell out the name - use the two letter state code, i.e. CA, not California, ND, not North Dakota etc...

Name
Relationship

Street
☒ Address same as employee

City
State/Province
Postal Code

Country/Region
Phone
Alternate Phone

United States of America

Save

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.

Eligible for the following discount travel rates/fare classes

☐ AAA/CAA ☐ Government ☐ Military ☐ Senior/AARP

Air Travel Preferences

Air Travel Preferences ?

Seat	Seat Section	Special Meals	Ticket Delivery
Don't Care ▾	Don't Care ▾	Regular Meal ▾	E-ticket when possible ▾
Preferred Departure Airport ?		Other Air Travel Preferences	Medical Alerts

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

Seat	Seat Section
Don't Care ▾	Don't Care ▾
Don't Care	Don't Care
Aisle	Forward
Window	Bulkhead
Middle	Exit Row
	Rear

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

Special Meals

Regular Meal ▾

Regular Meal

Bland / Low Residue

Child Meal

Diabetic Meal

Fruit Platter

Gluten Free Meal

Hindu Meal

Infant / Baby Meal

Kosher Meal

Low Calorie Meal

Low Salt / Sodium Meal

Muslim Meal

No Salt Meal

Non Lactose Meal

Peanut Free Meal

Seafood Meal

Vegetarian Lacto-Ovo

Vegan

Vegetarian Kosher

Vegetarian, Raw

Vegetarian Hindu Meal

- 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.

Preferred Departure Airport ?

AUS - Austin-Bergstrom Intl Airport - Austin, TX

AUS Austin-Bergstrom Intl Airport
Austin, TX, United States of America

USX Saint Austell
Saint Austell, United Kingdom

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

Other Air Travel Preferences

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

Medical Alerts

Hotel Preferences

Hotel Preferences

Room Type Smoking Preference Message to Hotel Vendor ?

Don't Care ▾ Non-smoking ▾

Accessibility Needs

 ☐ Wheelchair access ☐ Blind accessible

- 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.).

Room Type

Don't Care ▾

Don't Care
King
Queen
Double
Twin
Single
Disability

Smoking Preference

Non-smoking ▾

Don't Care
Non-smoking
Smoking

Message to Hotel Vendor ?

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

Accessibility Needs

 ☐ Wheelchair access ☐ Blind accessible

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.**

Car Rental Preferences

Car Type Smoking Preference Car Transmission

Any Car Class ▼ Don't Care ▼ Don't Care ▼ ☐ In-car GPS system

Message to Car Rental Vendor ?

- 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.

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**.

Frequent-Traveler Programs

Your Frequent Traveler, Driver, and Hotel Guest Programs



No programs defined

- 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.

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 displays the 'Add a Program' section of the SAP Concur Travel profile update interface. It consists of five rows, each for adding a different program. Each row has a selection of icons (plane, car, hotel) on the left, a dropdown menu for 'Air/Rail Carrier' in the middle, and a text field for 'Frequent Traveler / Driver/ Guest Number' on the right. Red arrows point to the first row's icons, the carrier dropdown, the number field, and the 'Save' button. The 'Save' button is located at the bottom of the form.

- 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.

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

[+ Add a Program](#)

No programs defined

- 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	Select a carrier			
2	SNCF Thalys Swiss Federal Railways Amtrak			
3	Select a carrier			
4	Select a carrier			
5	Select a carrier			

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.

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. Gender requirement for TSA is optional, but it can still be required by your company on this section. The recommendation is for the user to select the gender that matches the Passport. 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
Female (F) ▼	**/**/****		*****

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 or NetID 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).

Add an Assistant

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

Assistant

MV27

Valdez, Maria I.
General Accounting Office
mv27@txstate.edu (User Name)
MV27@TXSTATE.EDU (Email)
5122452775

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**.

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, Maria I.

☒ 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 ArrangersGo 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

Assistant Changes Saved

Assistant	Can book travel?	Update/Delete
Valdez, Maria I.	Can book travel? ✓	

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 CardsGo to top

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

You currently have no credit cards saved.

Once you have added all traveler information in your profile click **Save** to finalize all entered 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