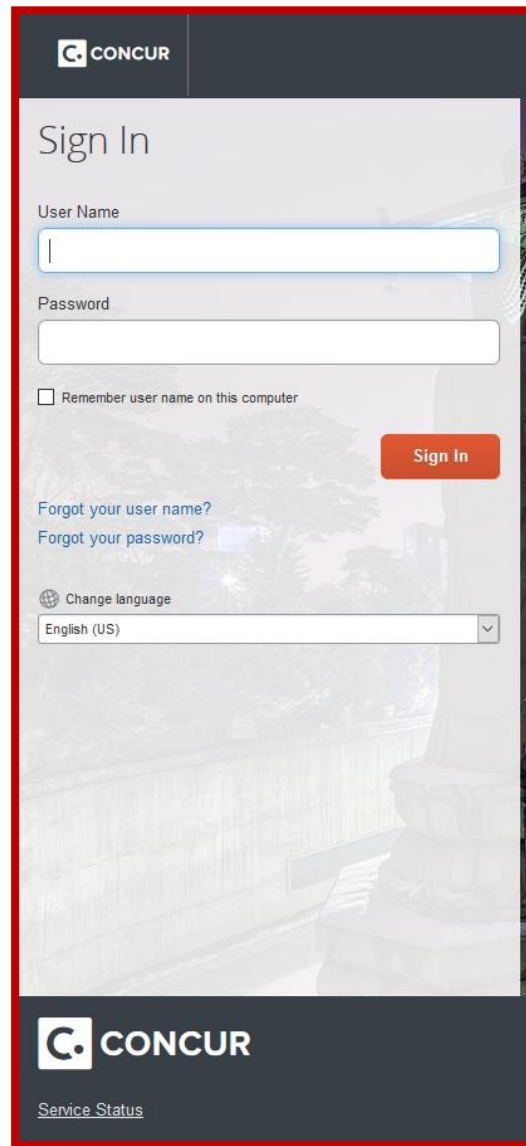# Concur Booking Tool: Completing your Concur Profile

Once you have received your email with your User Name and temporary password, you must login to the Concur Booking Tool in order to complete your profile. You can access the booking tool by either going directly to www.concursolutions.com or by going the Travel Office website: http://travel.uark.edu/travel-agencies.php
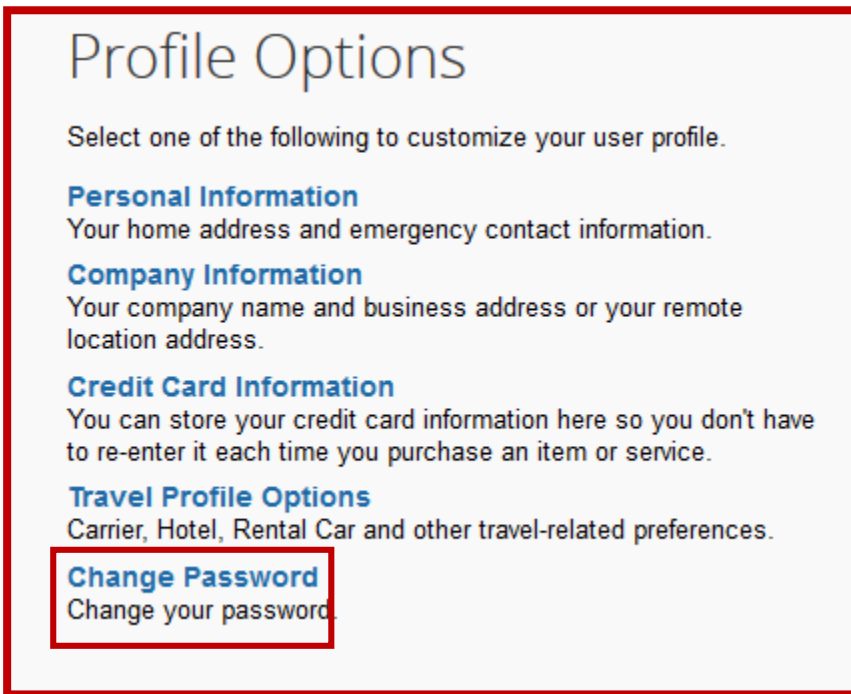

1. Once you have logged in you will select your profile link located in the top right hand corner of your screen.

2. Now select the Profile Settings link:
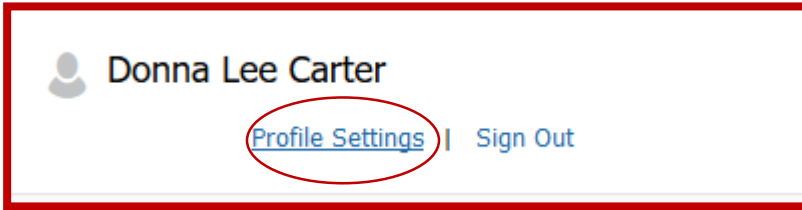
3. The first thing you need to do is CHANGE YOUR PASSWORD. You were given a temporary password when you received your login credentials. Change this password now by selecting the **Change Password** link.

4. Once you have changed your password, select Personal Information and update as deemed appropriate:
NAME: Ensure that the name that is displayed, matching the official identification required when boarding an airplane. The first and last name MUST match EXACTLY. Update as deemed appropriate.

5. **COMPANY INFORMATION**: Ensure that the Employee ID and BU are correct. If not, please contact the Travel Office at uaTravel@uark.edu to request this information be updated.
6. **WORK ADDRESS**: Update to reflect current work address.
7. **HOME ADDRESS**: Update to reflect current home address.
8. **CONTACT INFORMATION**: This section is very important as these numbers are fed to the GDS system used by the airlines in case notification of flight change, etc. is needed. **IMPORTANT:** *If you are the PRIMARY TRAVEL ARRANGER for specified travelers, IF you do not have your phone information listed in all of the required fields, you will not have access via a drop down list of your travelers.* **As a best practice, if you are the traveler, populate these required phone fields with the PRIMARY**

method of reaching you. In most instances this will be with a cell phone number in each field.

Contact Information			Go to top
Work Phone[Required]**	Work Extension	Work Fax	2nd Work Phone/Remote Office
479-287-9331			479-575-8414
Home Phone[Required]**			
479-287-9331			
Pager	Other Phone		
Mobile Phone			
United States of America (+1)	479-287-9771		

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

9. **EMERGENCY CONTACT**: Update to reflect emergency contact information.
10. **TRAVEL PREFERENCES**: This section allows you to enter your preferred selections for hotel rooms, airline seat assignments, and to also enter any traveler loyalty programs you are affiliated with. When you utilize this feature, the Concur Booking Tool will ensure that this information is provided when setting up a booking.

Travel Preferences — Go to top

Eligible for the following discount travel rates/fare classes

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

Air Travel Preferences ❷

Seat	Seat Section	Special Meals	Ticket Delivery
Aisle	Don't Care	Regular Meal	E-ticket when possible

Preferred Departure Airport ❷	Other Air Travel Preferences	Medical Alerts
XNA		

Hotel Preferences

Room Type	Smoking Preference	Message to Hotel Vendor ❷
Don't Care	Non-smoking	

☐ Foam pillows ☐ Rollaway bed ☐ Crib

I prefer hotel that has:
☐ a gym ☐ a pool ☐ a restaurant ☐ room service ☐ Early Check-in

Accessibility Needs
♿ ☐ Wheelchair access ☐ Blind accessible

Car Rental Preferences

Car Type	Smoking Preference	Car Transmission
Standard Car	Non-smoking	Automatic

☐ In-car GPS system

Message to Car Rental Vendor ❷

Frequent-Traveler Programs
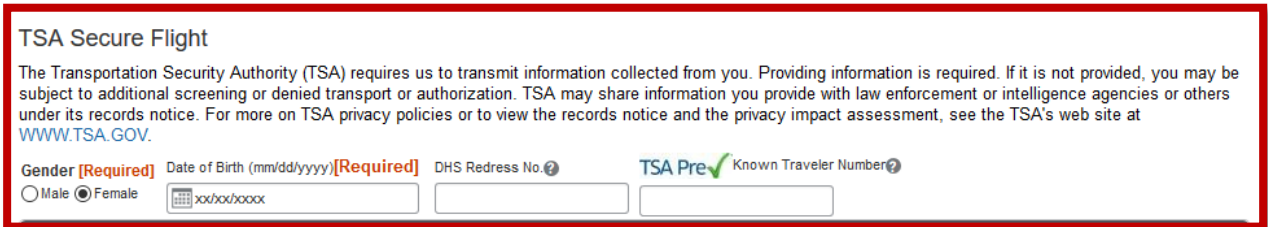
Your Frequent Traveler, Driver, and Hotel Guest Programs   [+] Add a Program

✈	American Airlines	American Airlines AA Advantage	Search this vendor	W757M60	✏	🗑
✈	DELTA	Delta SkyMiles	Search this vendor	9225649517	✏	🗑
✈	Southwest	Southwest Rapid Rewards	Search this vendor	414538762	✏	🗑
🚗	Hertz	Hertz Number 1 Club Gold	Search this vendor	50827717	✏	🗑
🚗	National	National Emerald Club	Search this vendor	649552175	✏	🗑

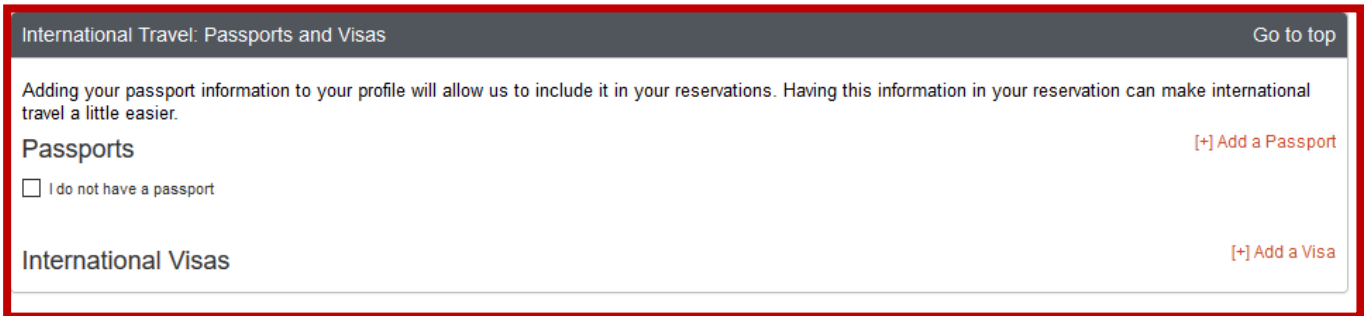11. **UNUSED TICKETS***:* If you have any tickets that were canceled and are unused, these tickets will be listed here and will be used against future trips as deemed appropriate.
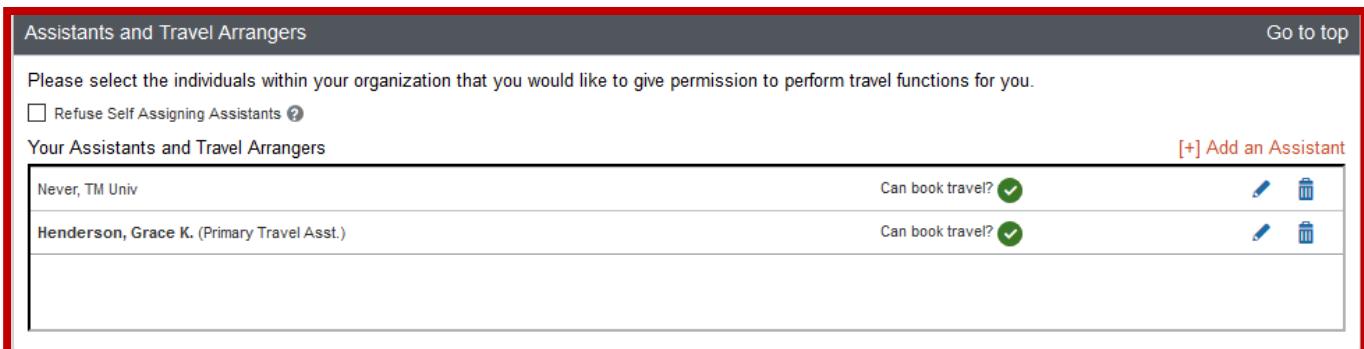
Unused Tickets

12. **TSA SECURE FLIGHT:** This is a required field where you **MUST** enter your gender and birthdate. If you have a DSA redress number or a TSA pre-check number you can also enter that information here. **Please note**: The University of Arkansas will not reimburse a traveler for TSA pre-check, per notification from the State of Arkansas.

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
○ Male ● Female   xx/xx/xxxx

13. **INTERNATIONAL TRAVEL PASSPORTS AND VISAS:** If you have a travel passport or Visa, if you enter your information in these fields, Concur will notify you via email IF your password is due to expire prior to your trip departure. Concur will monitor the dates verses trip dates to notify you via email.

International Travel: Passports and Visas   Go to top

Adding your passport information to your profile will allow us to include it in your reservations. Having this information in your reservation can make international travel a little easier.

Passports   [+] Add a Passport

☐ I do not have a passport

International Visas   [+] Add a Visa

14. **ASSISTANTS AND TRAVEL ARRANGERS:** This is the area where you can assign those employees who have the ability of booking travel on your behalf. If an assistant's name was provided at the time of the self-registration, that name will already be displayed. You have the option of adding additional arrangers, but you also have the option of not allowing anyone else to book on your behalf by selecting the *'Refuse Self Assigning Assistants'*. (If that option is selected no one else who has access to Concur can assign themselves as an arranger).
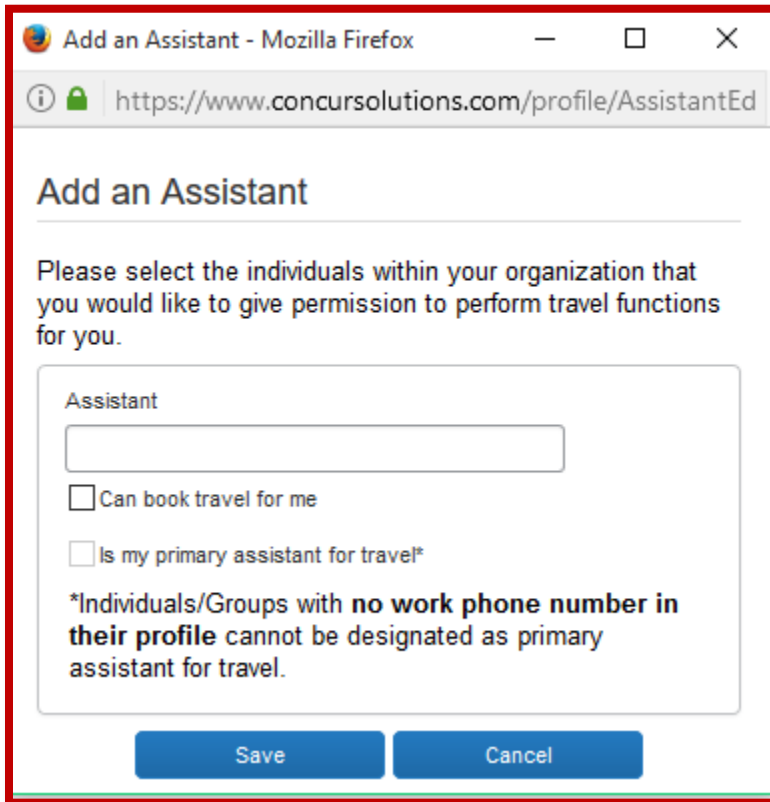
Assistants and Travel Arrangers   Go to top

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

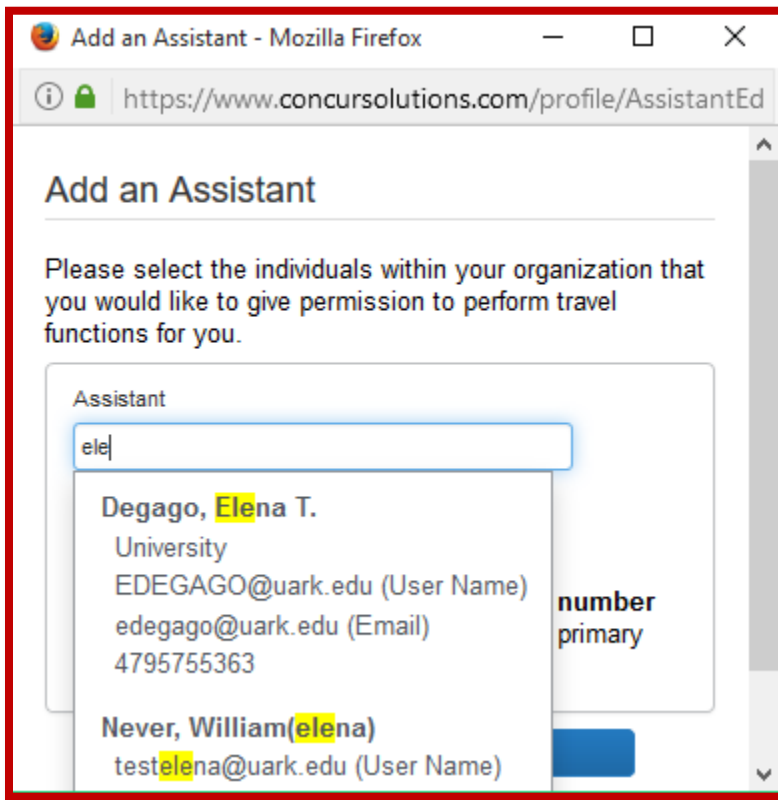☐ Refuse Self Assigning Assistants

Your Assistants and Travel Arrangers   [+] Add an Assistant

| Never, TM Univ | Can book travel? ✓ | ✏ 🗑 |
| Henderson, Grace K. (Primary Travel Asst.) | Can book travel? ✓ | ✏ 🗑 |

The above example shows that there are 2 employees allowed to book travel on my behalf. Notice that Grace has been setup as the Primary Travel Assistant. ***The primary travel assistant ALWAYS receives an email notification when a booking is made for the traveler***. To add an assistant take the following steps:

a.   Select the Add an Assistant link

b. You will be presented with the following window:

c. At this point you can start typing the name of the person you are looking for, for example: I am looking for Elena Degago, I can either start typing her last name or her first name and I will see the following:

d. At this point, I can select her name and will then be presented with the following:

e. Since I already have Grace setup as my primary assistant, I am going to select Elena to be able book travel for me as well. Please note the message that explains that anyone who DOES NOT have their profile setup with their required phone number in their profile cannot be designated as primary assistant for travel.

15. **CREDIT CARDS:** This is where you will enter your credit card information that may be used in booking a flight, etc. ***There must be a credit card entered in your profile in order to hold a reservation even if you do not use this credit card number to purchase the ticket.***

16. **Please Note**: If an ADMN TCard will be used to purchase your flights, your administrative assistant may require you to notify her/him prior to completing the booking, as they may not want their credit card information to be stored in your profile. You will never have the ability of viewing complete credit card information as this tool is PCI compliant and does not display complete credit card information. If you have a Traveler TCard, you will definitely want to include this card in this field. Also, if you may want to go ahead and place your personal credit card here in case of booking a personal trip, OR if you would rather use your personal credit card to purchase business trip, and claim reimbursement after the trip.

When adding a credit card, you will provide a Display Name. For example from the example below, you will see that this example includes a personal credit card and an administrative tcard.