Welcome to American Express® Online
Your business travel reservation system

American Express® Online (Concur) is an innovative interactive travel booking tool from American Express. Concur lets you make your own air, hotel, rental car and rail arrangements online, without having to pick up the phone to speak with a travel counselor. And it’s fast and easy to use, allowing you to spend less time booking reservations.

Using American Express® Online for your business travel reservations is easy and provides you convenience, comfort and control. American Express® Online...

- Offers convenience of making reservations 24x7, in the office or on the road
- Supplies you comfort with access to your company's preferred vendors and negotiated rates, airline seat maps, destination information and more
- Allows you more control by choosing flights according to low fare options, time preferences, or airline preference (including low cost carriers)

To get the most out of Concur, you should be sure your profile contains up-to-date and accurate information. You can access and update your Profile by first logging into Concur and then clicking the Profile link at the top of the screen:

<table>
<thead>
<tr>
<th>Entering your Personal Information</th>
<th>Personal information</th>
</tr>
</thead>
<tbody>
<tr>
<td>▪ Includes name, address, phone numbers, and other information your company may require such as Corporate ID, Division, or Cost Center</td>
<td></td>
</tr>
<tr>
<td>▪ Emergency Contact Information can also be entered here</td>
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</tbody>
</table>

Your e-mail settings include:

- Your e-mail address.
- E-mail addresses of people you want to receive copies of your itineraries.
- Be sure to place a check in front of the email address fields. CONCUR will then send the confirmation email to these addresses.

Be sure to click Save whenever you add or update any information in your Profile

<table>
<thead>
<tr>
<th>Setting Up a Forgotten Password Reminder or Changing Your Password</th>
<th>If you forget your password, you can retrieve it if you have already set up the password retrieval method. Your site administrator specifies how you retrieve your password: either by having your password e-mailed to you or by answering a question.</th>
</tr>
</thead>
<tbody>
<tr>
<td>▪ You can set up a password hint that will be e-mailed to you should you forget your password. If your site administrator set up the question retrieval method, you must enter the question and answer you want to use. You can provide an answer to one of the sample questions or create your own question and provide the answer.</td>
<td></td>
</tr>
<tr>
<td>▪ To change your password, click on Change Password and enter your old password, then enter your new password and re-enter it again. Click Submit to make the change.</td>
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<thead>
<tr>
<th>Adding a Credit Card</th>
<th>When you make reservations, you must identify the charge card or cards you want to use to purchase the airline or rail tickets and to guarantee hotel and car reservations. To avoid entering this information every time you make a reservation, you can add the charge cards to your account settings. The system will then use the charge card information when you purchase airfare and make hotel reservations.</th>
</tr>
</thead>
<tbody>
<tr>
<td>▪ Click the Credit Cards link to add a card. You will need to enter the charge card type (such as American Express), card number, expiration date, and billing information.</td>
<td></td>
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</tbody>
</table>
### Modifying Credit Card Information
After you add a charge card, you may need to update the charge card's information, especially when the expiration dates on your card changes. To do so, you can click the **edit icon** and then change the information as necessary.

### Removing a Credit Card You No Longer Use
When you no longer want to use a charge card for purchasing tickets or guaranteeing hotel reservations, you can remove it from your account by clicking the **delete icon**. The system removes the card, and it no longer appears on the Credit Card Settings page.

### Selecting a Card to Use for Airline Ticket Charges or for Hotel Guarantees
After you add the charge cards you want to use for travel reservations, you can select the card you want the system to automatically use for airline or rail ticket charges or for hotel guarantees. When you make travel reservations that include airfare or hotel, the system automatically uses your specified card to purchase the air tickets or guarantee the hotel room. In the **Credit Card** section you can specify the cards you want to use.

### Enter your Display Preferences for time and currency displays
Several links on the left side of the profile page allow you to modify your information in aX0. They are found in the System Settings section under the **Other Settings** link. You can set your preferences for the:

- Default Language – choose your default language from the drop-down list
- Time Zone – select the time zone you are located in
- Mile / KM – choose whether you want information to display in miles or kilometers
- Date format you want to use
- Country / Currency – results for travel will appear in the currency determined by your company, however, some car and hotel rates will be converted to the selected currency
- Time format you want to use
- Hour/Minute Separator – choose either a colon or a period to separate hours and minutes

### Travel Preferences
You can enter your specific preferences for your flights, hotels and car rentals. The system uses these preferences when searching for available travel options. Please note that your company may have preferred vendors they require you to use. Your company's preferences override your preferences.

**Air Travel preferences** include:
- Discount membership information, e.g., AAA AARP
- Your home airport
- Meal preference
- Seat preference (window or aisle). Concur will attempt to assign you in the best seat available based on your preference.

**Hotel preferences** include:
- Room type, smoking preference
- Accessibility needs e.g., wheelchair accessible
- Hotel amenities e.g., gym, pool

**Car preferences** include:
- Car size, category, and transmission type
- Car amenities e.g., ski rack, GPS navigation system
### Frequent Traveler Program

You can add your membership numbers in airline, rail, rental car, and hotel frequent traveler programs. When you make reservations, the system automatically includes your membership number in the reservation, so you will receive credit for the reservation. You can also **Modify** your membership number if it changes or **Remove** it if you no longer participate in a specific program.

- Make certain that the name on file with the vendor exactly matches the name in your profile, including middle name or initials. Please contact the vendor directly to make any changes to your account information, if necessary.
- Select the type of membership first: air, car or hotel, to determine the list of vendors that appear.
- Enter program numbers as they appear on your card, excluding spaces and dashes. Do not add any additional characters or the carrier code. Incorrect information may result in reservation processing errors.
- Use the **Search this Vendor** checkbox to prioritize the search in Concur. Keep in mind that your company travel policy and preferred suppliers will override your individual vendor preferences.
- You can enter up to 5 travel program memberships at a time. If you have more than 5 memberships, simply click **SAVE** and continue to **Add a Program** until you have successfully added all of your membership numbers.
- Note: Some low cost or instant purchase airline carriers, may not accept airline membership numbers electronically. You may present your airline membership number at time of check-in, either when printing your boarding pass through the airline website, or at the airport.

### International Travel Passport Information

It is important to have this information entered in your account because when you make international reservations, the system stores your passport information in your reservation.

### Travel Arranger settings

A travel arranger is another user who is authorized to make travel reservations for you and view and modify your profile settings. You can add and remove names from your list of authorized travel arrangers.

You can also indicate whether you want to allow other people to designate themselves as your travel arranger. If you do not allow others to designate themselves as your travel arranger, you must manually add each name to your list of travel arrangers.

**To add a travel arranger assignment:**

1. Click **Add an Assistant** in the Assistants and Travel Arrangers section.
2. On the Search page, enter as much of the person’s name or email address as you can and then click **Search**. The page refreshes and displays a list of names that match the search criteria you entered. **Note: The Travel Arranger must have created a profile in the system for his/her name to appear.**
3. Select a person, then place a check in the **Can book travel for me** box. Each traveler can have one primary assistant. The primary assistant’s name and work phone number become part of the traveler’s offline profile. Only users with a work telephone number in their profile can be selected as primary assistants.
4. **Save** the information; your Travel Arranger will now be able to select your name when he or she logs in to Concur. You can update or edit the arranger at any time.

Include the following section only if your site will be configured to allow a Travel Arranger to...
self-designate whom they will book travel for within the tool:

Travel Arranger Instructions:

If you are a travel arranger, you maintain the list of travelers you arrange travel for and edit the traveler’s profile. You can add and remove travelers. Note: Each time you assign yourself as a travel arranger, the traveler will receive an email notifying them of your action.

To add a traveler assignment:

1. Click I’m Assisting
2. Click on Add
3. In the Make Me an Assistant For box, enter the name or email of the traveler you would like to assign yourself as an arranger for. Highlight your traveler’s name from the list that displays. Note: The traveler must have an existing profile in order for his/her name to display on the list.
4. Click on Save
5. An email will be sent to the traveler advising him/her of your action.
6. You will now be able to arrange travel and edit the traveler’s profile.
7. Repeat the process for additional travelers.