

[AGENCY PROFILE PROCEDURES and ONLINE TRAVEL RESERVATION \(Concur\) FAQ's](#)

When planning your travel with the state, please use the travel services of Knight Holdings, LLC. They provide online bookings through their Online Travel Reservation System (Concur) and their experienced travel counselors help New York State save money.

There are a few steps to follow that will make booking your business travel easy. If your agency does not currently have an account with the NYS Authorized Travel Agency, you will need to set up a new account.

If you currently have an account and utilize the NYS Authorized Travel Agency:

Beginning April 21, 2021 travelers can login into the Online Travel Reservation System (Concur) with Knight Holdings, LLC and access their traveler profile, provide any updates, and begin booking travel.

[Setting Up a New Account with Knight Holdings, LLC](#)

Step 1:

Each agency is required to identify at least two (2) key contacts in the event Knight Holdings, LLC requires assistance. Please provide Name, Title, Phone, and Agency Email Address to Knight Holdings LLC's Account Manager, Karen Scherer at karen.scherer@stovrofftaylortravel.com. Any updates to key contact designation can be sent to Knight Holdings LLC's Account Manager as well.

Key contact(s) must notify Knight Holdings, LLC at onlinehelp@stovrofftaylortravel.com when an employee leaves or joins the agency.

Step 2:

Agency finance office must request Knight Holdings, LLC's profile form and provide basic information for all travelers that may be required to travel. This should include a list of all travelers for your agency along with their agency email address, and legal first and last name. Once the account is activated travelers will be able to update and complete a full traveler profile. **Email onlinehelp@stovrofftaylortravel.com and request the required agency profile form.**

Step 3:

Submit the completed profile form to via email to onlinehelp@stovrofftaylortravel.com. Shortly thereafter, Knight Holdings, LLC will send your agency travelers a welcome email that will provide detailed registration and training instructions to access the Online Travel Reservation System (Concur).

[Concur Solutions – Online Travel Reservation System](#)

What should I do the first time I log into Concur Travel?

Upon receipt of your welcome email letter, the first time you log into Concur Travel, you should select a password and complete your profile. Before you use Concur Travel to reserve travel, click the "Profile" link and then "Profile Settings" to review and update your profile. You must save your profile and complete all required fields before you first attempt to book a trip in Concur Travel. If you would like to assign a travel arranger, you may add that person at the bottom of your profile. More information is outlined below.

Training videos are available on the Concur home page under Company notes. Click on the “read more” tab for more information.

What are the required fields on the profile page?

The fields required on the profile page are your full name matching your government issued photo ID, contact telephone numbers, email address, some agency specific requirements, and TSA information. Optional fields include travel preferences such as personal loyalty program numbers and seating preferences.

What if I do not book my own travel?

In Concur, you can select an assistant or arranger to reserve your travel. On the “Profile” tab, click “Profile Settings” and scroll to the bottom for “Assistants and Travel Arrangers” section. Click “Add an Assistant” to add the person who you would like to authorize to reserve your travel. This person can now update your profile and make travel arrangements for you. If you do not see your travel arranger in the list of people to select from, that individual might not have access to Concur Travel. To add your arranger to the list, send a request to onlinehelp@stovrofftaylortravel.com.

How many primary assistants can I have?

You may only have one primary assistant but may assign multiple people to the feature: “Can book travel for me.”

Can one travel arranger set-up travel for all travelers?

Yes.

Is my profile information shared with anyone?

Only you and your designated travel arranger have access to the profile information. The travel arranger does not have access to your personal credit card information.

Can I book travel for guests and other non-state employees?

Please contact Knight Holdings, LLC at 800-543-8616 option 1 or your finance office to set up a profile. Once the profile is set-up with Knight Holdings, LLC and you are given the guest booking privileges, go to the left-hand side of the home page, and select “Book for a guest.”

Who should I contact for technical assistance with Concur?

Hours of operation and contact information is located on the main Concur landing page. You may contact online support between 9:00am and 5:00pm M-F at 800-543-8616 option 1 or via email onlinehelp@stovrofftaylortravel.com

A complete list of transaction fees is available at:

https://online.ogs.ny.gov/purchase/snt/awardnotes/7900523211PL_TMS.pdf

Approvals

Please be reminded travelers are required to follow their travel guidelines and obtain the necessary travel approvals prior to purchasing travel. Please contact your Agency Finance office for questions related to your travel authorization policy.

Information and Reservation Assistance

Knight Holdings, LLC Hours: Monday – Friday 9:00am - 5:00pm excluding holidays.

Reservations: 800-543-8616 option 1

Agent Assist Reservations Email: reservations@stovrofftaylortravel.com

Access Concur Online Travel Reservations: www.concursolutions.com

Concur Online Tech Support Email: onlinehelp@stovrofftaylortravel.com

After Hours Emergency Assistance: 800-543-8616 option 1