University of Miami Travel Portal Tip Sheet:
Booking Flights

Through the University of Miami's travel online booking tool, Concur, faculty, staff, and students can book car rentals, airfare, hotels, and selected trains. **This tip sheet outlines how to book an airline reservation.** Please note that trips may be booked directly through a World Travel, Inc. agent. Booking fees are *waived* for Business Travel. Please note, additional fees may apply for Leisure travel.

Online Booking Tool (Concur) **Technical Support** *M-F 7:30AM-Midnight EST* Contact: World Travel Online Technical Support Toll Free: 800-221-4730 (inside North America) Reservation Assistance: 888-206-6044 Online Email help: OnlineHelp@worldtravelinc.com	**World Travel Inc. Designated Agent Support** *M-F 8:30AM – 8:00PM.* *After-hours available for a fee.* Contact: World Travel Toll Free: 888-206-6044 (inside North America) Direct: 610-695-6080 (outside North America) Email: UMiami@worldtravelinc.com

Airfare Booking Tips:

- Low Air Fare Guarantee: prior to booking, if the traveler finds a lower airfare for an identical itinerary that abides by the University's policies, parameters, and priorities, World Travel, Inc. will match the lower airfare or provide a refund of double the difference. Travelers much submit a screenshot of the total airfare, where it was found, and a date/time stamp to lowfareguarantee@worldtravelinc.com.
- Although Basic Economy flights are available for purchase, note this is normally a highly restricted ticket class that often is excluded from business benefits.
- Avoid selecting *All Area Airports* to get most accurate results.
- If you need to book a flight that is outside of University policy, take a screenshot of available flights so that you may present when expensing your flight in Workday. Flights outside of policy includes flights costing more than the lowest logical fare threshold ($200 within the lowest fare available, not including Basic Economy,) Premium Economy for flights under 4 hours, and First Class or Business Class purchases.
- If you are booking for another University employee or student, make sure that they have completed their travel profile on the Travel Portal and have assigned you as a travel assistant so you may book their travels within their profile.
- It is suggested to book international or complex itineraries that require multi-legs through a World Travel agent.
- If the cost for using an unused ticket is less than the flight you need to book, utilize unused tickets.
- Need approval for your flight before booking? Take advantage of the option to hold your flight for 24 hours to secure your pricing.
- Within minutes, your flights will be shared with the airline of choice. If you booked using an airline loyalty number, your flight should display within the airline's website and mobile app. Seat upgrades, check-ins, and flight add-ons must be booked directly through the airline.
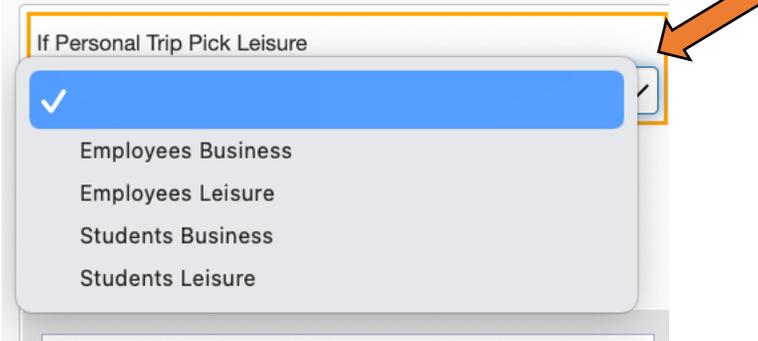
Booking Airfare on Concur:

Step 1: Log in to the Travel Portal at miami.edu/travelportal

Step 2: Under the Trip Search section, on the left side of the screen, choose whether you are **booking leisure travel**, an **employee booking business**, or a **student booking business**. (Note: if you are a travel assistant, see Step 2 (b) below before completing this step.)

Step 2 (b): *if travel assistant booking for employee or student –* Click on your profile, located on the top right corner, and select the employee's or student's existing reservation you want to add to. (Note: the employee or student should have previously given you the rights as their travel assistant. Once the traveler is selected, continue with Step 2 above.)

Step 3: Select if you are **booking for yourself** (or as **the traveler you are booking as)**, or if you are **booking for a guest**.
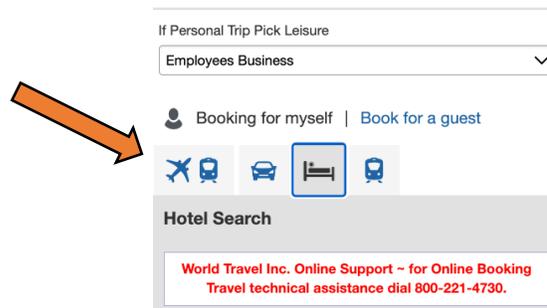
Step 4: Select the Plane and Train icon. Airfare searches will search available trains as well.
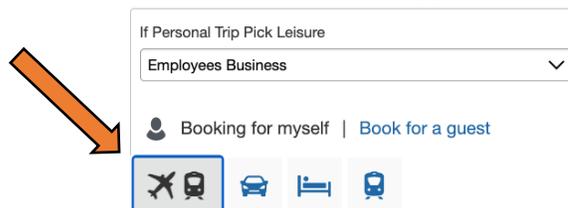
Step 5: Fill out your airfare criteria. Please note: do not select *All Area Airports*

Mixed Flight/Train Search

| Round Trip | One Way | Multi City |

From ❓
MIA - Miami Intl Airport - Miami, FL
Find an airport | Select multiple airports

To ❓
PVD - Providence Airport - Providence, RI
Find an airport | Select multiple airports

Concur allows you to search for a specific airport, or multiple airports

Depart ❓
📅 11/13/2022 | depart ⌄ | 09:00 am ⌄ | ± 2 ⌄ | ⌄

Return ❓
📅 11/15/2022 | depart ⌄ | 05:00 pm ⌄ | ± 2 ⌄ | ⌄

Utilize + or – time options to search for flights that best fit your desired schedule.

☐ Pick-up/Drop-off car at airport
☐ Find a Hotel

Utilize this section if you would like to book a hotel or a car rental at the same time as your flight.

Adults   Class ❓   Search by
1 ⌄   Economy class ⌄   Schedule ⌄

☐ Specify a carrier ❓
☐ Refundable only air fares

Search

Book for yourself/the traveler you are acting as plus up to 5 additional adults.

Search by price or by schedule: We suggest to search by price, and use the toggle section that will be shown in a later step to condense to your ideal schedule.

Step 6: Click Search.

Step 7: Shop by Matrix, Fares, or Schedule.

Matrix: The Matrix allows you to limit your search options by airline and/or nonstop/1 stop flights. Click on your desired searches to reduce flight possibilities, or disregard to see all flights available.

MIAMI, FL TO PROVIDENCE, RI
SUN, NOV 13 - TUE, NOV 15   Show as [USD ⌄]

Hide matrix   Print / Email

	American Airlines	Delta	United	Multiple
All 112 results				
	Preferred	Preferred	Preferred	
1 stop 48 results	11 results	3 results	2 results	32 results
2 stops 64 results	21 results	4 results	—	39 results

Booking Flights

<u>Fares (Price):</u> We suggest to **Shop by Fare** and use the drag bar option, located on the right, to specify your desired schedules for departure and return flights. When viewing fares, you will be able to see the full price of both your departure and return flights.

Depart - Sun, Nov 13 ⌃

Depart   07:00 A - 10:21 A

Arrive   11:56 A - 07:47 P

Return - Tue, Nov 15 ⌃

Depart   03:02 P - 06:56 P

Arrive   10:12 P - 12:46 A

Price ⌃

Price $490.64 - $961.84

Drag bar option

<u>Schedule</u>: Searching a flight by schedule rather than by price will allow you to hand pick the outbound and return flights to better suit your schedule. This option is ideal if you are looking to book different airlines for your departure and return. Please keep in mind that booking different airlines may incur additional fees. When choosing this option, you will only see the price once both the departure and return flights are selected.

Find an airport | Select multiple airports

To
PVD - Providence Airport - Providence, RI

Find an airport | Select multiple airports

Depart
11/13/2022 | dep ⌄ | 09:00 ar ⌄ | ± 2 ⌄

Return
11/15/2022 | dep ⌄ | 05:00 pr ⌄ | ± 2 ⌄

Class ⍰   Search by
Economy class ⌄   Schedule ⌄

Shop by Fares   **Shop by Schedule**

Please note: the order and content of the search results reflect your company policies.
Selecting multiple airlines for your trip may result in multiple tickets and multiple booking fees.

Depart   Return

Miami, FL - Sun, Nov 13

Flight Number Search 🔍   Sorted By: Custom ⌄

Step 8: Click view **All** flights and **Print/Save** all your airline options. This is ideal for sharing with a traveler who needs to choose their preferred flights, or to keep as documentation for expensing on Workday.

MIAMI, FL TO PROVIDENCE, RI
SUN, NOV 13 - TUE, NOV 15

Click Print/Email after selecting all

Show as USD

Hide matrix   Print / Email

	American Airlines	**Delta**	**United**	**Multiple**
All 112 results				
	Preferred	Preferred	Preferred	
1 stop 48 results	11 results	3 results	2 results	32 results
2 stops 64 results	21 results	4 results	—	39 results

Shop by Fares   Shop by Schedule

Please note: the order and content of the search results reflect your company policies.
Selecting multiple airlines for your trip may result in multiple tickets and multiple booking fees.

Depart   Return

Miami, FL - Sun, Nov 13

Flight Number Search   🔍   Sorted By: Custom ⌄

Displaying: 112 out of 112 results.
Previous | Page: 1 of 12 | Next | All

Click ALL before you print.

Step 9: Review fare options.

The fares that are displayed first will list the lowest ticket type for that airfare. This means that you may be seeing "Basic Economy." To see all ticket types and their pricing for that fare, click **View Fares**. If View Fares is not available, click **Show all Details**.

American Airlines	02:30p MIA → 04:53p ORD	Nonstop	3h 23m		$192.20
	04:50p ORD → 08:57p MIA	Nonstop	3h 07m	ℹ️	View Fares

Preferred Airline for University of Miami   Show all details ⌄

American Airlines	02:30p MIA → 04:53p ORD	Nonstop	3h 23m		$192.20
	01:35p ORD → 05:42p MIA	Nonstop	3h 07m	ℹ️	View Fares

Preferred Airline for University of Miami   Show all details ⌄

Now, select your desired ticket class. Ticket classes that are within policy or are within the $200 of the Lowest Available Fare threshold will display a green check mark.

Green "checkmark" ✅ shows that the flight and ticket class are within the lowest fare threshold and within company policy.

Yellow "!" ⚠️ shows that this ticket type or flight is not within company policy. You will still be able to book, but will be asked to provide a business reason.

Step 10: Select your desired flight and ticket type.

Step 11: Review the **Review and Reserve Flight** page.

Please utilize this step to look over your flight details and ensure that your reward programs are inputted. Your flight will not be charged at this point; it will only be reserved for a limited time in order to complete your booking. On Step 12, you will be able to confirm and pay for your flight or put it on hold.

Review and Reserve Flight

REVIEW FLIGHTS

| DEPART | ✈ **Sun, Nov 13 –** Miami, FL to Providence, RI / 55m layover in Philadelphia, PA | | | | Hide details ⌃ |

Sun, Nov 13	07:02a MIA → 09:49a PHL	2h 47m	American Airlines 551
			32Q
	Layover in Philadelphia, PA	*55m*	*Philadelphia Intl Airport*
	10:44a PHL → 11:56a PVD	1h 12m	American Airlines 5335
			Canadair Regional Jet 900
			Operated by PSA AIRLINES AS AMERICAN EAGLE

| RETURN | ⤬ **Tue, Nov 15 –** Providence, RI to Miami, FL / 35m layover in Charlotte, NC | | | | Hide details ⌃ |

Tue, Nov 15	05:15p PVD → 07:35p CLT	2h 20m	American Airlines 2061
			Airbus Industrie A321
	Layover in Charlotte, NC	🕐 *35m*	*Charlotte Airport*
	08:10p CLT → 10:12p MIA	2h 02m	American Airlines 1482
			Airbus Industrie A319

ENTER TRAVELER INFORMATION

Ensure all traveler information below is correct. ⍰

Primary Traveler   Edit | Review all

Name: Sebastian Ibis   **Phone:** 305-284-2211 **Email:** s.ibis@miami.edu ⌄

Frequent Flyer Programs Add a Program
For American Airlines
No Program selected ⌄

> Other than the **Frequent Flyer Programs**, traveler information for profiled travelers cannot be changed at this point. They must be changed in the home screen under profile.

SELECT SEATS

Select your preferred seats, otherwise Concur will request them for you based on your Profile.

Flight		Seat
AA 551	Main Cabin (M)	Select a seat
AA 5335	Main Cabin (M)	Select a seat
AA 2061	Main Cabin (O)	Select a seat
AA 1482	Main Cabin (O)	Select a seat

> Click "Select a seat" to select or change seats.
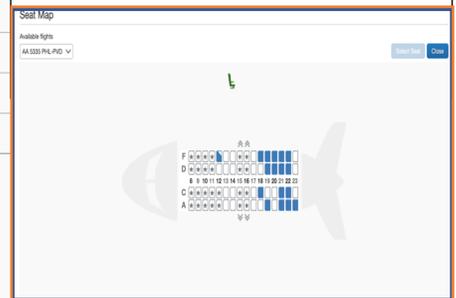
REVIEW PRICE SUMMARY

Description	Fare	Taxes and Fees	Charges
Airfare	$413.90	$76.74	$490.64
		Total Estimated Cost:	$490.64
		Total Due Now:	$490.64

SELECT A METHOD OF PAYMENT

How would you like to pay?

There are no credit cards defined. ⌄ ⍰ Add credit card

* Indicates credit card is a company card

> Payment method will always default to the credit card on file for the profiled traveler of the flight. You can click **Add credit card** to pay with a different method.

⚠ **This is a Non-Refundable Ticket**
Carrier rules vary. Highly restrictive fares may result in no remaining value for changes/cancellations, or may not allow preassigned seats.
Click on 'fare rules and restrictions' link BEFORE reserving. To continue, click 'Reserve Flight and Continue.'

By completing this booking, you agree to the fare rules and restrictions and hazardous goods policy.

[Back] [Reserve Flight and Continue]

Step 12: Review Travel Details, Add Hotel or Car, Change Seats, and click Next.

If you had not previously reserved a car or hotel, you can do so at this step. Booking alongside airfare will ensure that your entire trip falls into one eItinerary. Please keep in mind that you can add a car or hotel to your trip later on.

TRIP OVERVIEW

I want to...
Print Itinerary
E-mail Itinerary

Trip Name: Trip from Miami to Providence (Edit)

Start Date: November 13, 2022

End Date: November 15, 2022

Created: October 14, 2022, Sebastian Ibis (Modified: October 14, 2022)

Description: (No Description Available) (Edit)

Agency Record Locator: KK9QFA

Passengers: Marisa M Hightower

Total Estimated Cost: $490.64 USD (Details)

ℹ Airfare must be ticketed by:
10/15/2022 11:00 PM Eastern

Change frequent flyer program

Add to your Itinerary
🚗 Car   🛏 Hotel

If you selected seats in the previous step, your seat selections will be confirmed in the Travel Details page. However, if seats were not selected in the previous step, seats will automatically be selected based on the profile traveler's seat preferences. You can change the seat assignment at this point. Concur does *not* allow for seat upgrades; however, this can be done directly through the airline of choice after your booking has been completed. (Note: some of the University of Miami's airline contracts provide benefits such as seat upgrades and preferred boarding, but can only be applied directly through the airline after booking through Concur or a World Travel Inc. agent.)

RESERVATIONS
Sunday, November 13, 2022

✈ **Flight   Miami, FL** (MIA) to **Philadelphia, PA** (PHL)   Change | Cancel all Air

American Airlines 551

Departure: 07:02 AM
Miami Intl Airport (MIA)
Duration: 2 hours, 47 minutes
Nonstop

Confirmation:
DRLDAF
Status: **Confirmed**

Seat: 26F (confirmed)
Change seat

Arrival: 09:49 AM
Philadelphia Intl Airport (PHL)

Additional Details
Aircraft: 32Q
E-Ticket
Cabin: MAIN CABIN (M)

Distance: 1015 miles

Meal: Refreshment

Step 13: Complete Booking Information, Hold, or Confirm Flight.

Trip Booking Information

IMPORTANT - You Must scroll to the bottom of this page, Click Next, then Review your Itinerary and if everything is correct, Click either Purchase Ticket (air bookings) or Confirm Booking (Car/Hotel only bookings) at the bottom of the next page to complete this transaction.

The trip name and description are for your record keeping convenience.

Trip Name
This will appear in your upcoming trip list.

Trip from Miami to Providence

Trip Description (optional)
Used to identify the trip purpose

What is the purpose of this trip? [Required]

Please enter information about this trip then press Next to finalize your reservation. If you close at this point your reservation may be cancelled. Note: Any part of the trip that is instant purchase or has deposit required will not be cancelled.

[Display Trip] [Hold Trip] [<< Previous] [Next >>] [Cancel Trip]

Trip Name: This trip name will be shown in profiled travelers eItineraries. Please select a name that helps you stay organized.

Trip Description: For your records.

Trip Purpose: This is required for University of Miami record keeping.

Apply an Unused Ticket: If you have an unused ticket credit for the profiled traveler, you may use it at this time. Please note that unused tickets usually cost around $200, and should only be used if the ticket costs more than the cost to use the unused ticket.

Hold Trip: If you select this option, your trip will not be confirmed but will be held for a period (usually 24 hours).

Next: Click next to complete your transaction.

Step 12: Click **Purchase Ticket** to finalize your transaction.