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.

### Booking Flights

#### 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 must 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](http://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.
University of Miami Travel Portal Tip Sheet:
Booking Flights

Step 5: Fill out your airfare criteria. Please note: do not select All Area Airports

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.
Fares (Price): 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.

Schedule: 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.
University of Miami Travel Portal Tip Sheet:
Booking Flights

**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.

**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.
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.

**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.
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.

Click “Select a seat” to select or change seats.

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.
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 itinerary. Please keep in mind that you can add a car or hotel to your trip later on.

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.)
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.

<table>
<thead>
<tr>
<th>Trip Name</th>
<th>Trip Description [optional]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trip from Miami to Providence</td>
<td>Used to identify the trip purpose</td>
</tr>
</tbody>
</table>

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.

**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.