How to Book a Hotel on Concur

Through the University of Miami's travel online booking tool, Concur, employees and students can book car rentals, airfare, hotels, and selected trains. **This tip sheet outlines how to book a hotel.** If you are also booking airfare, it is strongly recommended to book under the same itinerary to keep your trip needs together.

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

Hotel Booking Tips:

- Unless you are selecting a "pre-paid" hotel room option, which often comes with additional restrictions and limitations, payment must be coordinated directly through the hotel. If you would like to have the hotel room and tax paid for before check-in, please contact the hotel directly after booking through Concur to coordinate payment.
- Since payment is not coordinated through World Travel Inc. or Concur, your final invoice will need to be collected through the hotel directly.
- The Concur system is built to display University of Miami preferred properties first, and only displays the top 100 properties from the location you are searching. If you want to find a particular property, please make sure to fill out the "With names containing" box found in Step 5.
- If your room rate reduces after booking, World Travel Inc. will automatically rebook you for the same room at the reduced price.
- If your search shows up as empty, please call a World Travel Inc. travel agent to review your needs. No cost will be incurred.

Step 1: Log in to the Travel Portal at https://travel.miami.edu/travel-portal/book-travel-online/index.html, scroll down to the **Book Travel Online** section, and click on **Book Travel Online**.

Book Travel Online via the Travel Portal

Book Travel Online
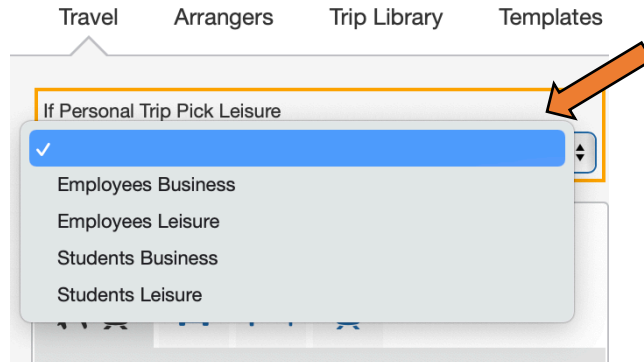
Book with a Live Agent

The University of Miami Travel Portal houses a self-booking tool for air, hotel, and rental car rentals. Our travel program aims to ensure the safety of faculty, staff, and students while they travel; deliver exceptional travel-related services; streamline the expense reporting process; and reduce travel costs.

BOOK TRAVEL ONLINE

Step 2: Under the **Travel** 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.)
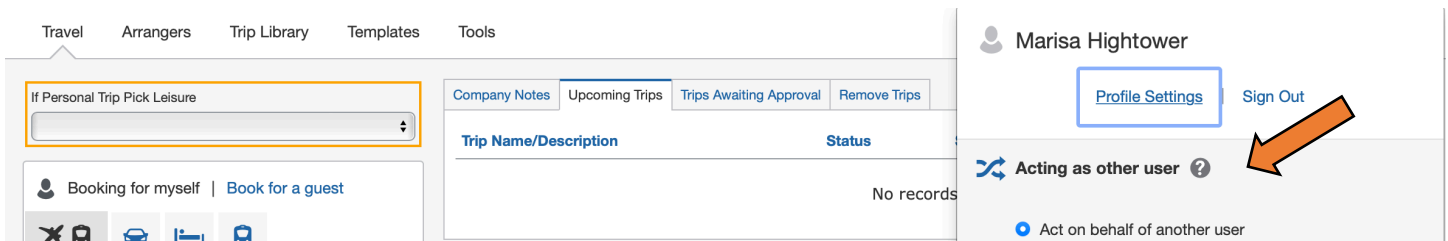
Step 3: Select if you are **booking for yourself** (or as **the traveler you are booking as**), or if you are **booking for a guest**. Then **select the bed image** to continue with a hotel only reservation.

Step 4: Complete the Hotel Search information.

1. Select the **check-in** and **check-out** dates.
2. Enter the number of miles in the **Search within ___ miles from** field to narrow a radius of your search.
3. Select a location for your search. You can search based on **Airport, Company Location, Address, or Reference Point/Zip Code**.
4. If you would like to search for a particular property, please enter a property name in the search engine. For example, Marriott.

Step 5: Review Trip Summary.

- This page allows you to further narrow or completely change the hotel search.
- If a new search is required, you may click the drop-down menu in the **Change Search** field or click the **Start Over** button at the bottom right of the screen.
- In the **Display Setting** menu, you can choose to **hide sold out** hotels.
- The **Property Brand** section allows you to choose multiple or all chain hotel brands listed.
- In the Amenity section, you can select desired amenities. (Note: Amenities may change over time and without notice. Not all accommodations have provided their amenities list.)

1. The map, located on the right side of the screen, will display the search results with sorting options.
2. You can hide, print, and email the search results by using the hyperlink directly above the map.

Step 6: Select a Hotel.

1. Click on the **View Rooms** button of the hotel you are interested in.
2. If there is no availability, the following message box will appear. Click the OK button and make another selection.
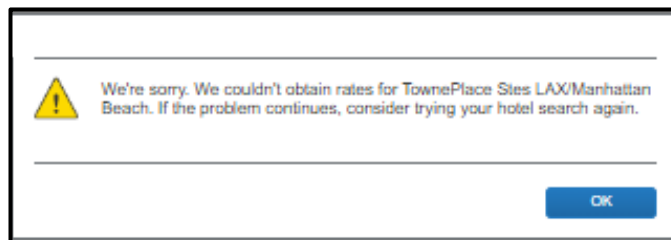
3. After clicking the **View Rooms** button, a list of room options will appear. Once the desired room is selected, the system will continue to the **Review and Reserve Hotel** page. (Note: some hotels display special rates for reward members. Please make sure you are a reward member before you select that room type.)
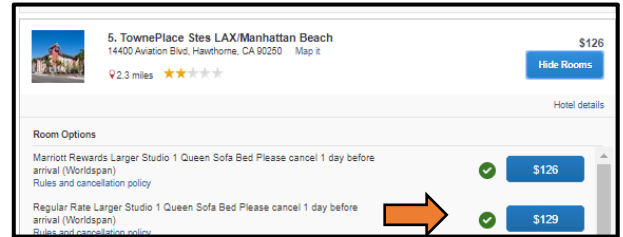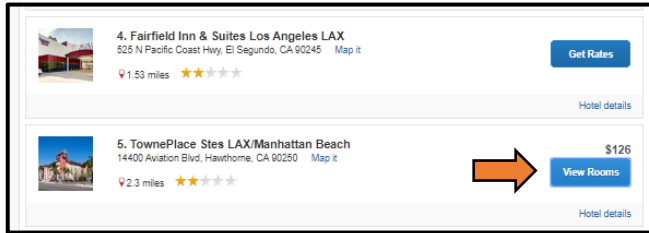
Step 7: Review and Reserve Hotel.

1. **Review Hotel Room**
   - This section will display the **hotel name, hotel address, room description,** and **check-in/check-out dates**. (Note: only the primary traveler's name will appear on the reservation and that traveler must be present at check-in unless otherwise noted.)
2. **Provide Hotel Preferences**
   - In this section, you can insert a **30-character** comment about any additional needs. You can also choose to call the hotel after booking to request or leave additional notes.
   - You can select if you would like to receive **foam pillows, a rollaway bed, or a crib**.
3. **Enter Hotel Guest Information**
   - This section will allow you to review and/or edit the hotel guest name and email. This section only works for "guest" booking. If you are booking for yourself or for a profiled employee/student, guest information can only be changed via their Travel Portal profile.
   - You can also add or select a **hotel program**.

4. **Review Price Summary**
   - Displayed in this section is the cost of stay that "**may not include all taxes and fees**." Be sure the verify all cost prior to check-in.
5. **Select Payment Method**
   - In this section, you may select a pre-saved credit card from the drop-down menu.
   - You may also add or edit a credit card by clicking the **Add credit card** hyperlink.
   - The system will generate a form to enter both credit card and billing information.
6. **Accept Rate Details and Cancellation Policy**
   - Review the confirmation details and accept the hotel terms and conditions by checking the

"***I agree to the hotel's rate rules, restrictions, and cancellation policy"** box at the bottom of the screen.

▪ Click the **Review Hotel and Continue** button.