

University of Miami Travel Portal Tip Sheet: 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

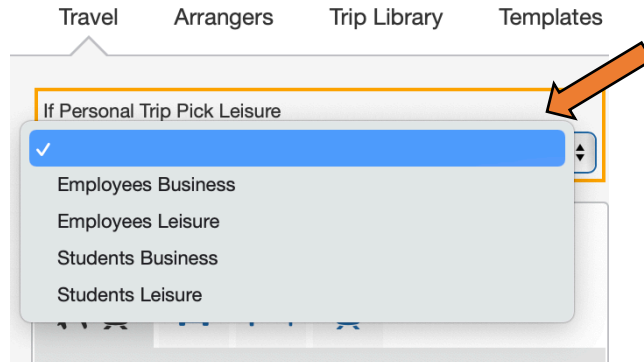
The University of Miami Travel Portal houses a self-booking tool for air, hotel, and rental car rentals. Our travel program aims to ensure the safety of faculty, staff, and students while they travel; deliver exceptional travel-related services; streamline the expense reporting process; and reduce travel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



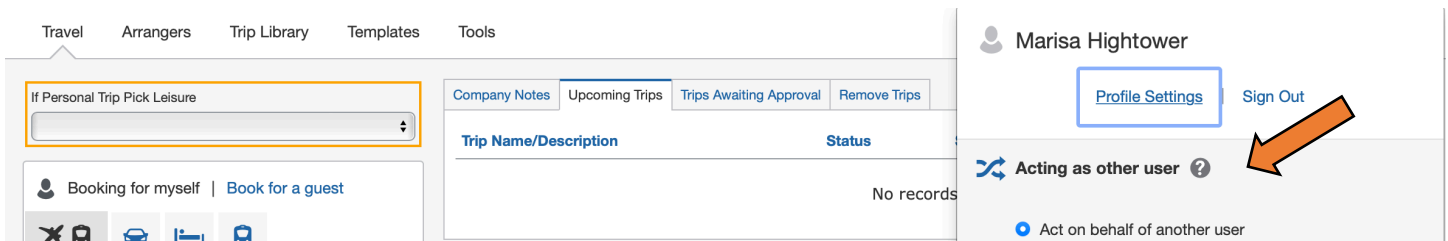
BOOK TRAVEL ONLINE

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.)

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- **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.

Booking for myself | Book for a guest

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Hotel Search

World Travel Inc. Online Support ~ for Online Booking
Travel technical assistance dial 800-221-4730.

Check-in Date Check-out Date

Search within 20 miles from

Airport Address

Company Location Reference Point / Zip Code

Reference Point / Zip Code
(e.g. 'Statue of Liberty', '90210' or 'Alexandria, VA')

Only show results containing:

Search

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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.

Booking for myself | [Book for a guest](#)

Hotel Search

World Travel Inc. Online Support ~ for Online Booking
Travel technical assistance dial 800-221-4730.

Check-in Date: 11/01/2022 | Check-out Date: 11/02/2022

Search within 20 miles from

Airport | Address
 Company Location | Reference Point / Zip Code

Reference Point / Zip Code
(e.g. 'Statue of Liberty', '90210' or 'Alexandria, VA')

02818

Only show results containing:

Search

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.

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TRIP SUMMARY

Select a Hotel

Nights: 1
East Greenwich, RI 02818, USA
Check-in: Tue, 11/01/2022
Check-out: Wed, 11/02/2022

Finalize Trip

Hotel Payment: If you would like to arrange direct payment to a hotel that does not offer a pre-paid option, please reach out to the hotel directly after completing the reservation in Concur.

Hotel Search: When searching for hotels, the top 100 properties of the location searched will be shown. If you are having difficulty finding a specific property, add the name of the hotel to the "Name Contains" box in the initial search. Entering the name into the box at the top of the search results will only filter the current top 100 results and not refresh the search to include the specific property.

CHECK-IN TUE, NOV 1 - CHECK-OUT WED, NOV 2 Show as USD

Hide Map Print / Email Company Preferred Accommodation

Change Search

Price
\$75 - \$2,985

Display Settings
Hide Sold Out

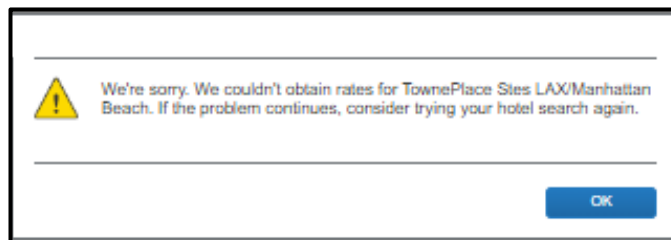
Property Brand
Chain Superchain
Ascend (1)
AU (1)
Best Value Inns (1)
Best Western (3)
Clarion (1)
Comfort Suites (1)
Courtyard (3)
Check All | Reset

Amenities
Breakfast (59)
Broadband Internet (95)
Business center (73)
Convention center (0)
Dry cleaning (67)
Fitness center (72)
Game room (3)
Amenities may change over time and without notice. Not all accommodations have provided their amenities list.

1. Extended Stay America Stes West Warwick
1235 Division Rd, West Warwick, RI 02893 Map it \$109 View Rooms

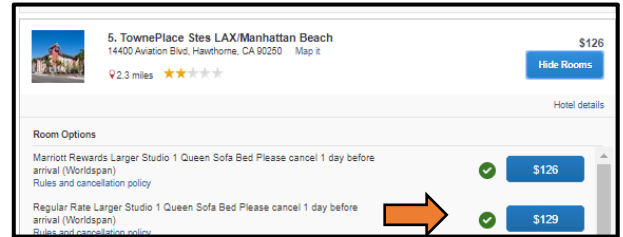
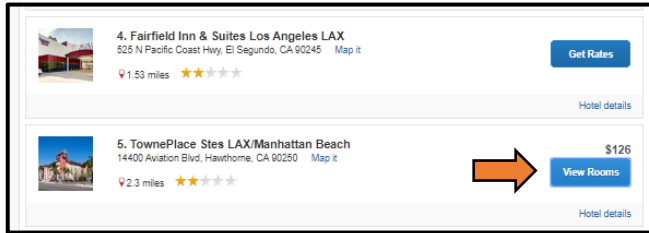
Step 6: Select a Hotel.

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.)

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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**.

TRIP SUMMARY

Hotel Selected

Nights: 1
East Greenwich, RI 02818, USA
Check-in: Tue, 11/01/2022
Check-out: Wed, 11/02/2022

Finalize Trip

Review and Reserve Hotel

REVIEW HOTEL ROOM
Extended Stay America Stes West Warwick
Queen Studio - Non-Smoking - single occupancy - Non-refundable - Breakfast included in the price - Free WiFi - Prepayment required. Breakfast included.
1 Night | 1 Guest*

Check-in Tuesday, November 01, 2022	Check-out Wednesday, November 02, 2022
Address 1235 Division Rd West Warwick, Rhode Island 02893 United States	Phone 401-885-3161

* We reserve every hotel room for 1 guest only, regardless of the number of actual travelers sharing the room. The primary traveler's name is attached to the reservation.

PROVIDE HOTEL ROOM PREFERENCES
Your preferences and comments will be passed to the hotel.
Comments (30 character max)
Ex: Need early check-in (10am)

Request foam pillows
 Request rollaway bed
 Request crib

ENTER HOTEL GUEST INFORMATION
Ensure the name below matches the I.D. shown on the day of check-in. ⓘ

Hotel Guest Edit | Review all

Name: Marisa M Hightower **Phone:** 3052846626 **Email:** mhightower@miami.edu

Hotel Program [Add a Program](#)

No Program selected

4. Review Price Summary

- Displayed in this section is the cost of stay that **"may not include all taxes and fees."** Be sure to 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

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“*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.

Description	Nightly rate	Dates	Total
Crowne Plaza Los Angeles Intl Airport	\$141.55	Apr 02 - Apr 03	\$141.55
			Total Estimated Cost: \$141.55*
			Total Due Now: \$0.00**

* May not include taxes or additional fees.
** Remaining amount due at hotel location.

SELECT A METHOD OF PAYMENT

The credit card you select will be held to confirm your reservation. You will not be charged in full until your hotel stay.

There are no credit cards defined.

* Indicates credit card is a company card.

ACCEPT RATE DETAILS AND CANCELLATION POLICY

Please review the rate details and cancellation policy provided by the hotel.

Crowne Plaza Los Angeles Intl Airport

Please review the rate rules and restrictions before continuing.

The hotel provided the following information:

PENALTY AMOUNT 183.75 CANCEL BY 2020-04-02T180000
CXL AFTER 1800 02APR FORFEIT ONE NITE STAY

*I agree to the hotel's rate rules, restrictions, and cancellation policy.