

## University of Miami Travel Portal Tip Sheet: How to Book a Car Rental 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 car rental.** 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](mailto: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](mailto:UMiami@worldtravelinc.com)

### Car Rental Booking Tips:

- Booking a national rental with National/Enterprise on Concur will include insurance. If you choose to book a different company, or will be on an international trip, please purchase your insurance directly through the car rental company after you book on Concur.
- Payment for car rentals is not coordinated through World Travel Inc. or Concur. Your final invoice will need to be collected through the car rental company directly.
- Most car rental companies require the credit card used for payment to be under the traveler's name.
- Please contact the car rental company of your choice directly to inquire about age restrictions when booking for business. With the University's current Enterprise/National contract, drivers 18-25 can rent a car without an underage fee; however, drivers 18-25 must show proof that the rental is for a business reason upon check-in.
- If you would like to request a particular type of car or model, please contact the car rental company directly after completing the initial booking on Concur.

**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**



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**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.)

TRIP SEARCH

If Personal Trip Pick Leisure

- ✓ Leisure
- Employees Business
- Employees Leisure
- Students Business
- Students Leisure

**WARNING-** By selecting "Reserve and Continue" your flight will be held but not ticketed. You must click the "Next" button, until you get to the "Purchase Ticket" or "Confirm Booking" button, which is at the bottom of the page. If you are getting limited to no search results, try clearing your cookies/cache and try again. If you are still experiencing issues please call Technical Support at 800-221-4730.

Mixed Flight/Train Search

Round Trip One Way Multi City

From

MIA - Miami Intl Airport - Miami, FL

[Find an airport](#) | [Select multiple airports](#)

To

Arrival city, airport or train station

[Find an airport](#) | [Select multiple airports](#)

**Search**

[Show More](#)

- **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.)

UNIVERSITY OF MIAMI

+

Start a Report

+

Upload Receipts

Marisa Hightower

**Profile Settings** Sign Out

Acting as other user ?

- Act on behalf of another user
- Book travel for any user (Self-assign)

TRIP SEARCH

COMPANY NOTES

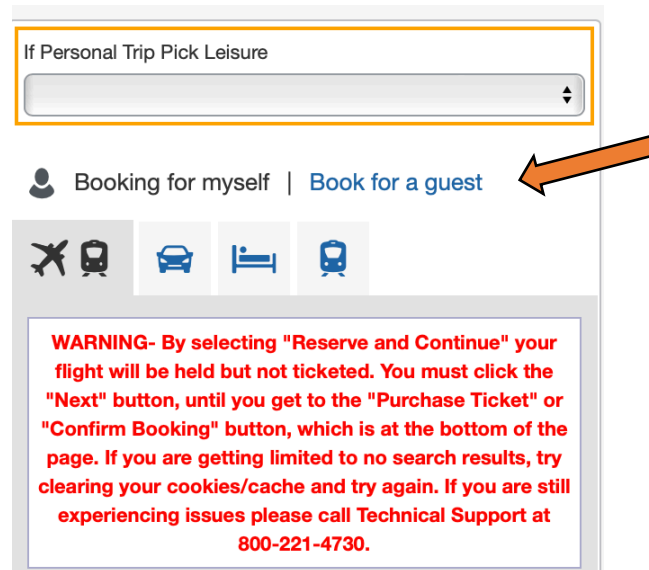
If Personal Trip Pick Leisure

Concur Training Toolkit

This link will provide information to utilize the Concur Expense System

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**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**.



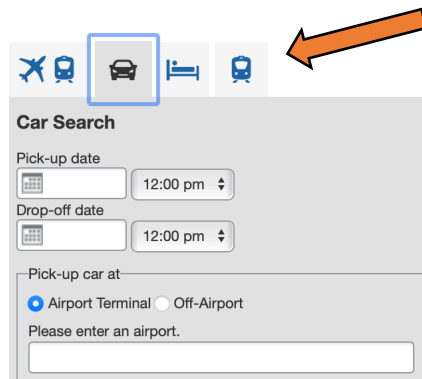
If Personal Trip Pick Leisure

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

✈️ 🚗 🛏️ 🚆

**WARNING-** By selecting "Reserve and Continue" your flight will be held but not ticketed. You must click the "Next" button, until you get to the "Purchase Ticket" or "Confirm Booking" button, which is at the bottom of the page. If you are getting limited to no search results, try clearing your cookies/cache and try again. If you are still experiencing issues please call Technical Support at 800-221-4730.

**Step 4:** Select the car image to continue with a car only reservation.



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**Car Search**

Pick-up date  
[Calendar] 12:00 pm

Drop-off date  
[Calendar] 12:00 pm

Pick-up car at  
 Airport Terminal  Off-Airport  
Please enter an airport.  
[Text Input]

**Step 5:** Complete the Car Search information.

1. Select the **pick-up** and **drop-off** dates and times.
2. Select the airport terminal that you would like the car rental to be picked-up at. If you would like to search an **off-airport** location, you will need to select the input an area of pick-up and select the specific company you would like to book from before you can see prices.
3. Select **return car to another location** if you drop-off will be different than your pick-up.
4. **More search options** will further filter your car rental choices.
5. Click **Search**.

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### TRIP SEARCH

If Personal Trip Pick Leisure

Booking for myself | Book for a guest

Travel Inc. Online Support - for Online Booking Travel technical assistance dial 866-738-6444.

**Car Search**

Pick-up date: 12:00 pm

Drop-off date: 12:00 pm

Pick-up car at: Airport Terminal (selected) Off-Airport

Return car to another location

**Search**

### ALERTS

TripIt creates a schedule with all your travel details in one place, accessible on Android or iPhone. Simply connect your Concur account to TripIt.

### COMPANY NOTES

**University of Miami Travel Advisory: All University-related international travel is prohibited. University-related domestic travel must receive prior approval by a supervising dean or vice president. To see a full update, please click here.**

Online Booking Travel Technical Support - Call Travel Inc. Team at 866-738-6444 (inside N. America) / 770-291-4108 (outside N. America)

### MY TRIPS (0)

You currently have no upcoming trips.

### Step 6: Select your car rental.

- This page allows you to further narrow your car rental searches through the matrix.

#### TRIP SUMMARY

**Select a Car**

Pick-up: Fri, 10/21/2022  
Drop-off: Sat, 10/22/2022

**Finalize Trip**

Change Car Search

Car Display Filters

Unlimited miles  
Air conditioning  
Hybrid

Car Transmission  
Automatic  
Manual

#### Important Business Car Rental Information

**Insurance:** The University requires all business car rentals be insured. Some preferred vendors may be inclusive of insurance when renting in the United States and Puerto Rico. It is the traveler's sole responsibility to confirm if rates (both domestic and international) include the required insurance, if not, travelers must purchase CDW/LDW (collision damage waiver/loss damage waiver) and basic liability insurance. Rental Insurance cannot be purchased through the University Travel Portal or Travel Agent, the traveler must purchase it at the time of pick-up or by contacting the car rental company.

**Non-Employee Drivers:** Some contracted rates may have strict policies for non-employee rentals

For more information on University contracted car rental rates & payment, please visit [Travel's Car Rental Page](#).

PICK UP: (MIA) ON FRI, OCT 21 12:00 PM  
RETURN: SAT, OCT 22 12:00 PM



Hide matrix Print / Email

All	Mini	Economy	Compact	Intermediate	Full-size	Standard
Enterprise 23 results	89.36	--	--	--	--	--
Preferred	No Intermediate results from Enterprise					
AVIS Preferred	NO RATES FOR OPTIONS SELECTED					
Budget Preferred	NO RATES FOR OPTIONS SELECTED					
National Preferred	NO RATES FOR OPTIONS SELECTED CAR NOT AVAILABLE. AVAILABLE CARS					
Enterprise	109.59	45.35	46.46	47.53	49.73	--
FOX	--	98.17	100.47	102.77	107.37	105.07
Alamo	119.78	--	--	--	--	--
SPRINT	--	121.96	--	--	--	--

- Search results will default to search by most policy compliant, which is Enterprise/National car rental.
- Select the price, displayed on the right of your desired car type and company, to proceed with your reservation.

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Displaying: 1 out of 28 results. ?



**Compact Car - \$44.65 per day (Apollo)**

Automatic transmission  
Unlimited miles, Pick-up: Terminal: PVD  
Adults: 2, Children: 2, Large bags: 1, Small bags: 2 **i**  
(Corporate rate)

Total cost **i**  
**\$66.51**

Preferred Car Vendor for University of Miami

[Location details](#)



## Step 7: Review and Reserve Car Rental.

### 1. Review Your Reservation

- This section will display the **type** of car selected, **pick-up** up location, and **drop-off** location information you selected. Please review and ensure all information is accurate.

### 2. Provide Rental Car Preferences

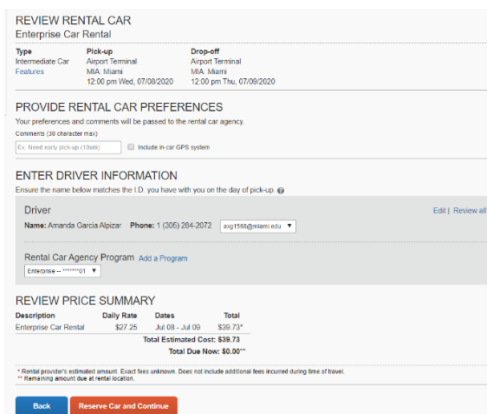
- In this section, you can insert a **30-character** comment about any additional needs. You can also choose to call the car rental company after booking to request or leave additional notes.
- You can select if you would like to reserve **in-car GPS system**.

### 3. Enter Driver Information

- This section will allow you to review and/or edit the driver 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 profile.
- You can also add or select a **car rental program**.

### 4. Review Price Summary

- Displayed in this section is rental cost which “**may not include all taxes and fees.**” Be sure to provide your car rental company a tax exception card when you pay with a University credit card.
- Click **Reserve Car and Continue**.



The screenshot shows a multi-section form for reviewing a car rental reservation. The sections include:

- REVIEW RENTAL CAR:** Displays car type (Intermediate Car), pick-up location (Airport Terminal, MA, Miami), drop-off location (Airport Terminal, MA, Miami), and dates (12:00 pm Wed, 07/09/2020 to 12:00 pm Thu, 07/09/2020).
- PROVIDE RENTAL CAR PREFERENCES:** Includes a text area for comments (20 character max) and a checkbox for 'Include in-car GPS system'.
- ENTER DRIVER INFORMATION:** Includes a driver name field (Amanda Garcia Alpar), phone number (1 (305) 294-2072), and an email dropdown menu.
- REVIEW PRICE SUMMARY:** A table showing the rental cost breakdown.

Description	Daily Rate	Dates	Total
Enterprise Car Rental	\$27.25	Jul 09 - Jul 09	\$29.73*
Total Estimated Cost:			\$29.73
Total Due Now:			\$0.00**

\* Rental provider's estimated amount. Exact fees unknown. Does not include additional fees incurred during time of travel.  
\*\* Remaining amount due at rental location.

Buttons: [Back](#) [Reserve Car and Continue](#)

## Step 8: Review Car Rental Details and Add Hotel Segment (if applicable).


## University of Miami Travel Portal Tip Sheet:

Travel Details

### TRIP OVERVIEW


I want to...  
[Print Itinerary](#)  
[E-mail Itinerary](#)

**Trip Name:** Car Reservation at MIAMI ([Edit](#))  
**Start Date:** July 08, 2020  
**End Date:** July 09, 2020  
**Created:** May 28, 2020, Amanda Garcia Alpizar (Modified: May 28, 2020)  
**Description:** (No Description Available) ([Edit](#))  
**Agency Record Locator:** 36OGGG  
**Reservation for:** Amanda Garcia Alpizar  
**Total Estimated Cost:** \$39.73 USD ([Details](#))

**Add to your Itinerary**  
[Car](#) [Hotel](#) 

### RESERVATIONS

Wednesday, July 08, 2020

 **Enterprise Car Rental at: Miami US (MIA)** [Change](#) | [Cancel](#)

Pick-up at: Miami US (MIA)


**Pick Up: 12:00 PM** *Wed Jul 8*  
Pick-up at: Miami US (MIA)  
Number of Cars: 1

**Return: 12:00 PM** *Thu Jul 9*  
Returning to: Miami US (MIA)

**Confirmation: 1067370152COUNT**  
Status: Confirmed  
Frequent Guest Number: 831732101  
Rate Code: Z29FGZ

**Additional Details**  
Rate: \$27.25 USD daily rate, unlimited miles; \$27.25 USD extra daily rate, unlimited miles; \$8.99 USD extra hourly rate, unlimited miles  
Total Rate: \$39.73 USD  
Corporate Discount: FL41055

**Rental Details**  
Intermediate / Car / Automatic transmission / Air conditioning

 [Add to your Itinerary](#)

Click **Next** to continue.

### Step 8: Name your trip.

- Please provide a **Trip Name**, **Trip Description**, and **Business Purpose**.
- Click **Next**.

Trip Summary

**Finalize Trip**  
[Review Travel Details](#)  
**Enter Trip Information**  
[Submit Trip Confirmation](#)

### Trip Booking Information

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

**Trip Name**  
This will appear in your upcoming trip list.

**Trip Description (optional)**  
Used to identify the trip purpose

Car/Hotel Reservation

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](#) [<< Previous](#) [Next >>](#) [Cancel Trip](#)

### Step 8: Confirm Booking.

- After reviewing that all the information is correct, please click **Confirm Booking**.

Almost done... Please confirm this itinerary.

[Display Trip](#) [<< Previous](#) [Confirm Booking>>](#) [Cancel Trip](#)

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### Changing a Car Rental Reservation:

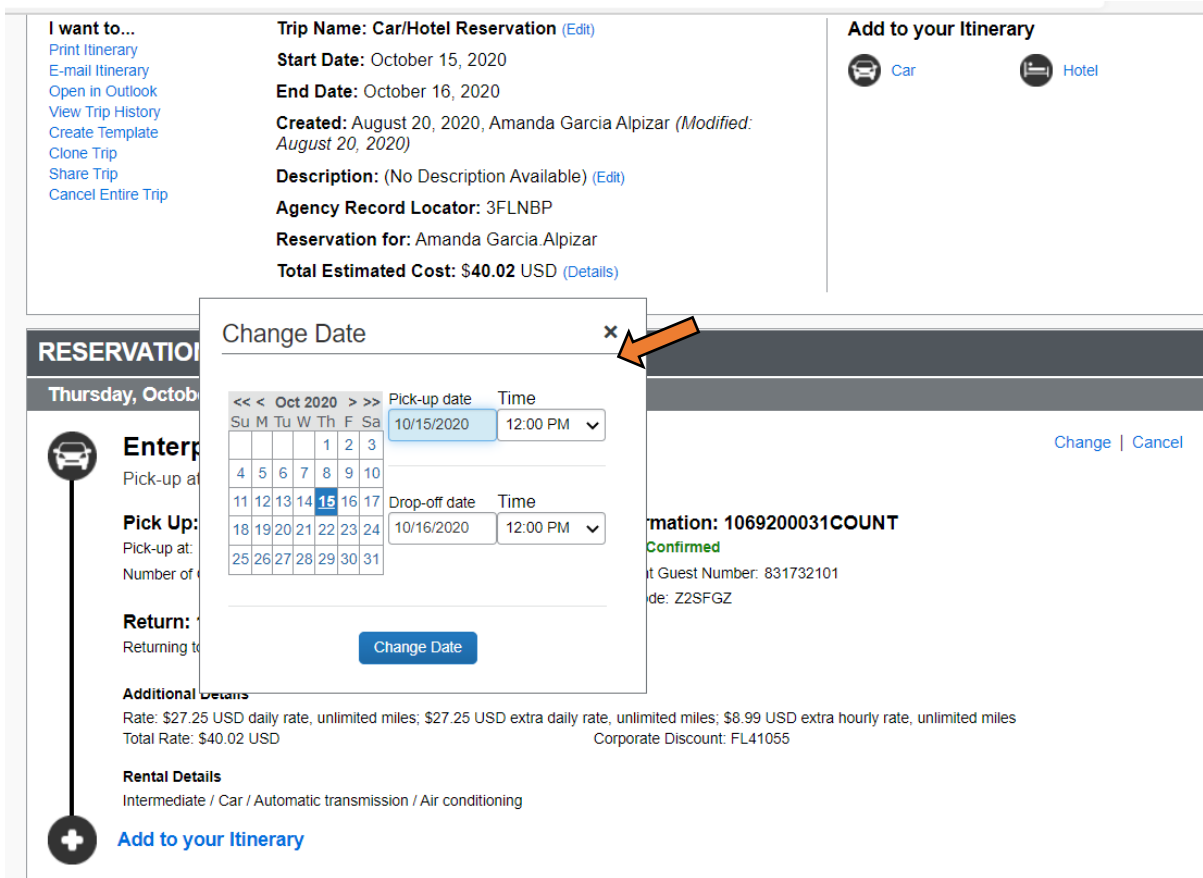
Need to change your car rental reservation after it is booked? You can change pick-up time and/or dates, directly on Concur:

- Visit your Concur home screen. If a Travel assistant, please make sure to act as the traveler whose reservation you are trying to change.
- Click on the reservation you need to change.

MY TRIPS (1)



- Click on the reservation you need to change and click **change**.



**I want to...**  
[Print Itinerary](#)  
[E-mail Itinerary](#)  
[Open in Outlook](#)  
[View Trip History](#)  
[Create Template](#)  
[Clone Trip](#)  
[Share Trip](#)  
[Cancel Entire Trip](#)

**Trip Name:** Car/Hotel Reservation ([Edit](#))  
**Start Date:** October 15, 2020  
**End Date:** October 16, 2020  
**Created:** August 20, 2020, Amanda Garcia Alpizar (*Modified: August 20, 2020*)  
**Description:** (No Description Available) ([Edit](#))  
**Agency Record Locator:** 3FLNBP  
**Reservation for:** Amanda Garcia Alpizar  
**Total Estimated Cost:** \$40.02 USD ([Details](#))

**Add to your Itinerary**  
 Car Hotel

**RESERVATION**  
Thursday, October 15, 2020

**Enter**  
Pick-up at

**Pick Up:**  
Pick-up at  
Number of

**Return:**  
Returning to

**Additional Details**  
Rate: \$27.25 USD daily rate, unlimited miles; \$27.25 USD extra daily rate, unlimited miles; \$8.99 USD extra hourly rate, unlimited miles  
Total Rate: \$40.02 USD  
Corporate Discount: FL41055

**Rental Details**  
Intermediate / Car / Automatic transmission / Air conditioning

**Information: 1069200031COUNT**  
**Confirmed**  
Guest Number: 831732101  
Code: Z2SFGZ

**Change Date** modal:  
Pick-up date: 10/15/2020 12:00 PM  
Drop-off date: 10/16/2020 12:00 PM  
[Change Date](#)

[Change](#) | [Cancel](#)

\*Name or location changes can only be done with the assistance of a Travel agent.