

University of Miami Travel Portal Tip Sheet: How to Download an e-Itinerary

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 download a World Travel Inc. e-Itinerary for these types of transactions.**

An e-Itinerary will be required to be uploaded during the expensing process in Workday. If an air, hotel stay, or car rental charge is submitted in Workday without an e-Itinerary attached, this may result in a reimbursement denial. (Note: an e-Itinerary is *not* a final invoice.)

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

e-Itinerary Tips:

- Bookings that are made for a **"profiled"** traveler will always result in the traveler having direct access to their e-Itineraries. If a booking for a profiled traveler is done as **"guest,"** the traveler will not have access to their e-Itinerary.
- Lost your e-Itinerary confirmation email, or are having difficulty locating an e-Itinerary? You may contact a World Travel Inc. travel agent during regular business hours, and they will assist you at no cost.
- Each e-Itinerary is directly connected to a trip's Record Locator number. If you book a hotel and/or a car reservation under the same booking of an airline reservation, your trip will all fall within one e-Itinerary.

Option 1: Download an e-Itinerary via Email Confirmation

After a trip is booked for a profiled traveler, the traveler will receive an email confirmation within 10 minutes from World Travel Inc. This confirmation email will contain a link to access your e-Itinerary for that Record Locator. If you forward the confirmation email to anyone, they will also have access to see your e-Itinerary. We suggest to always save your email confirmation. (Note: travel assistants receive this email confirmation as well.)

Option 2: Download an e-Itinerary via your Travel Portal

This option will only work for profiled travelers. All trips booked by the traveler or his/her travel assistant will be in your Travel Portal within a section labeled e-Itineraries.

1. Log into the Travel Portal. On the main page you will find your trip listed.
2. Select your trip's record locator.
3. Within the Itinerary Details page, you will find options to print the itinerary or email the itinerary.

SAP Concur 

Itinerary Details

TRIP OVERVIEW

I want to...

[Print Itinerary](#)
[E-mail Itinerary](#)
[View Trip History](#)
[Create Template](#)

Trip Name: Trip from Miami to

Start Date: October 10, 2022

End Date: October 14, 2022

Created: September 29, 2022,