

University of Miami Travel Portal Tip Sheet: Changing an Existing Reservation Online

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 change an existing reservation.**

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

Trip Changing Tips:

- If you need to **cancel your trip**—*not* change your trip—this can be done via Concur or your itinerary.
- Not all trips can be changed online. Below you'll find the most common reasons why a trip might require agent assistance to be changed:
 - If new fare rules do *not* allow the exchange. This requires the agent to review the fare rules of old and new fare.
 - Miscellaneous Charges Order (MCO).
 - If names in new and old reservations are *not* an exact match.
 - If a ticket was previously exchanged tickets, an agent must manually store the exchange fare.
 - Unused ticket is greater than 12 months old.
 - Unused ticket requires a manual waiver code per airline rules, these can vary on reason for waiver, e.g., weather, schedule change, COVID-19, etc.
 - Unused ticket was granted a COVID-19 extension and is over 24 months old.
 - Partially used tickets carry greater restrictions and may not always be available for use. Only an agent can confirm if you are unable to apply the ticket online.
 - If an airline does not allow residual value on an MCO and the new fare is over \$200 less than the unused ticket value.
 - If the traveler already checked in for the flight and it is under airline/airport control, OR, it was previously exchanged/if an unused ticket was applied.
 - You're attempting to mix carriers or change to a new carrier. This may require you to completely cancel your previous ticket and purchase a new one.

Changing a Trip Online:

Step 1: Log in to the University of Miami Travel Portal, scroll down to the **Book Travel Online** section, and click on **Concur Access**.

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



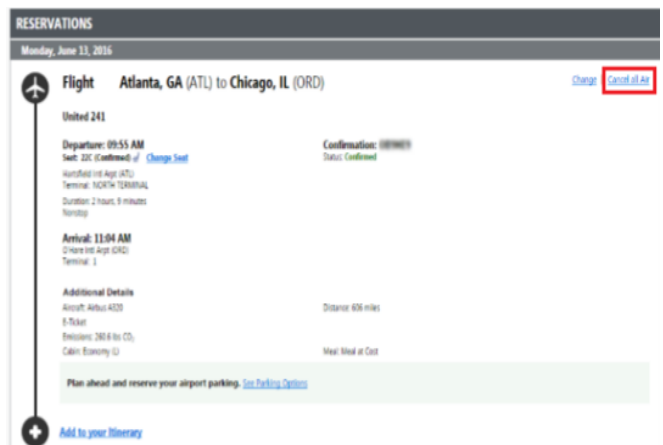
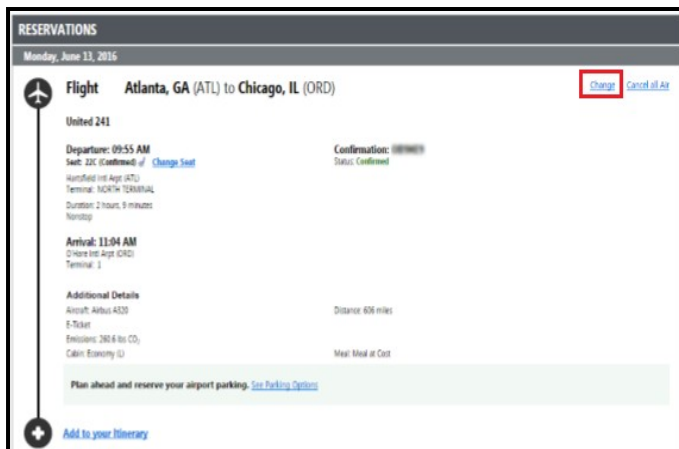
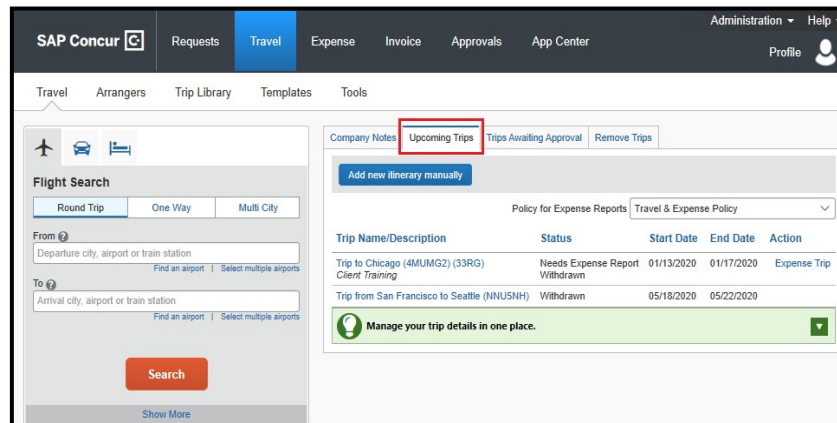
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From the SAP Concur home page, from the *Upcoming Trips* tab, you can make changes to a purchased and ticketed trip.

Note that certain scenarios may be influenced by third- or fourth-party participants. In some cases, you must contact the vendor/provider directly to change a purchased and ticketed trip.

Step 2: To change an existing trip, on the *Upcoming Trips* tab, **click the ticketed trip that you want to change.**

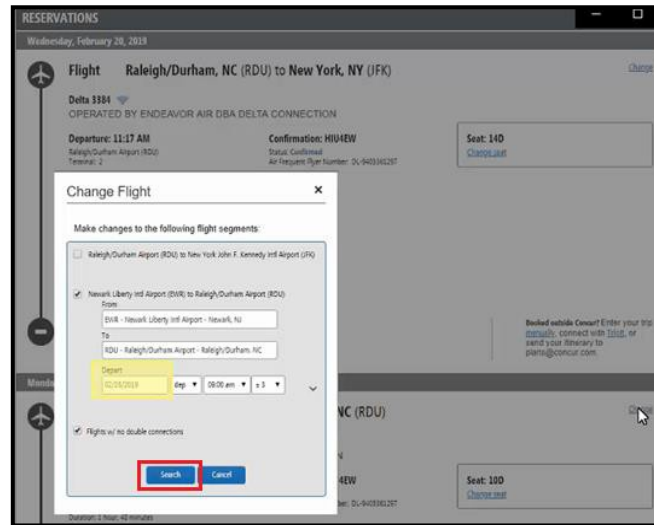
Note that if you are acting as a travel assistant, you must first act as the profiled traveler whose trip you need to change.



To cancel the entire trip, click **Cancel All Air**.

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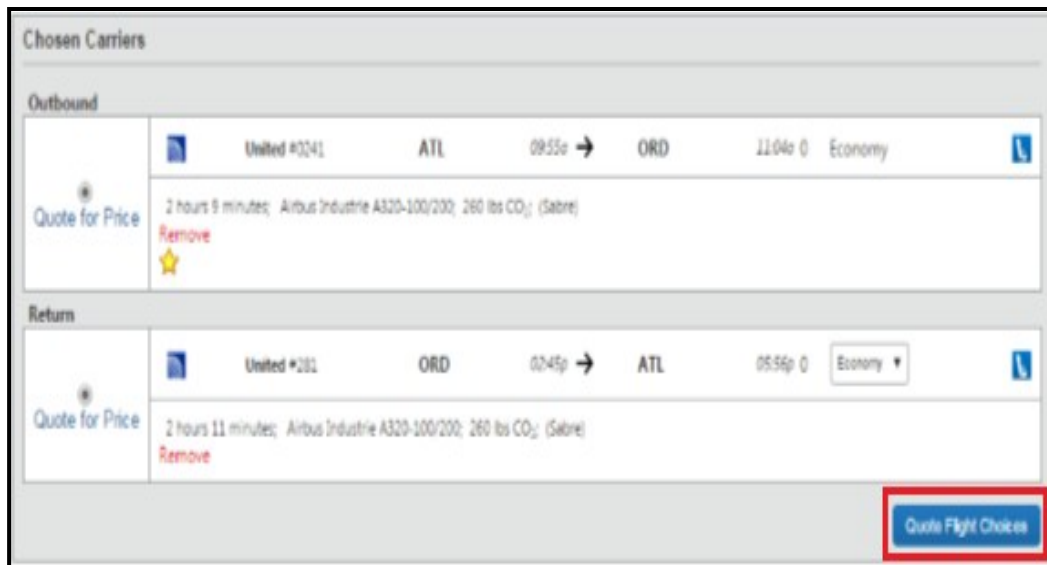
Step 3: In the *Change Flight* window, you can change either segment of your flight. Concur Travel will automatically adjust any car or hotel reservations to match the days of the flight change.



Step 4: Select the day and time for your flight, and then click **Search**.

Step 5: From the *Chosen Carriers* window, select from the new available flights, and then click *Quote Flight Choices*.

SAP Concur displays the new fares including any additional amount that is due, or credit that is available for a future trip.



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Step 6: Click **Purchase New Flights**. To cancel the trip, click **Cancel Flight Exchange**.

Flight Information

⚠ Air exchange total cost (fare plus penalties) is greater than \$1

Current Flights:

Carrier	Flight Number	From	To	Depart	Arrive	Class
UNITED	1892	ORD	ATL	Jun 20 05:35 pm	Jun 20 08:50 pm	K

New Flights:

Carrier	Flight Number	From	To	Depart	Arrive	Class
UNITED	281	ORD	ATL	Jun 17 02:45 pm	Jun 17 05:56 pm	K

Exchange details

Original Airfare:	USD288.20
New Airfare:	USD298.20
Airfare Difference:	USD10.00
Forfeited Fare Amount:	0.00
Exchange Fee:	USD200.00
Total Cost of Exchange:	USD210.00

The new air segment(s) have been added to your itinerary. Please choose "Purchase New Flights" to complete the exchange or "Cancel Flight Exchange" to cancel your change.

Cancel Flight Exchange
Purchase New Flights

Step 7: After you make the changes, you will be able to see the original airfare, new airfare, airfare difference, exchange fee, and the total cost of the exchange.

Flight Information

Current Flights:

Carrier	Flight Number	From	To	Depart	Arrive	Class
DELTA	6199	EWR	RDU	Feb 25 09:59 am	Feb 25 11:47 am	X

New Flights:

Carrier	Flight Number	From	To	Depart	Arrive	Class
DELTA	1004	EWR	ATL	Feb 24 08:59 am	Feb 24 11:33 am	T
DELTA	2150	ATL	RDU	Feb 24 12:38 pm	Feb 24 01:59 pm	T

Exchange details

Original Airfare:	USD203.04
New Airfare:	USD237.91
Airfare Difference:	USD34.87
Forfeited Fare Amount:	0.00
Exchange Fee:	USD200.00
Total Cost of Exchange:	USD234.87

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Step 8: Click **Purchase New Flights** to continue with the exchange. *To cancel the exchange, click **Cancel Flight Exchange**.*

Original Airfare:	\$79.70
New Airfare:	\$133.70
Airfare Difference:	\$54.00
Exchange Fee:	\$150.00
Total Cost of Exchange:	\$204.00

The page at localhost says:

Please note that the cost of exchanging this ticket exceeds the cost of purchasing a new ticket.
Cost of exchange: \$204.00. Cost of new ticket: \$133.70.
To stop the exchange, click on cancel and return to the trip display.

OK

The new air segment(s) have been added to your itinerary. Please choose "Purchase New Flights" to complete the exchange or "Cancel Flight Exchange" to cancel your change.