

# Travel Management FAQs

If you have a question not answered here, please contact Travel Management at [travel@miami.edu](mailto:travel@miami.edu).

## AIR TRAVEL

***Does the University of Miami receive discounted rates for airline tickets?***

- No, UM does not receive discounted airline tickets. However, the University does participate in business travel rewards programs: American Airlines Business ExtrAA and Delta Airlines SkyBonus.

***I don't have a University Travel Card. How can I pay for airline tickets for business travel?***

- If you don't have a Travel Card, you can apply for a Departmental Airline P-Card, which can be used ONLY for purchasing airline tickets. To learn more, visit [Departmental Airline P-Card](#) or [www.miami.edu/travelcard](http://www.miami.edu/travelcard)

## AUTHORIZED TRAVEL AGENCIES

***Who is considered an Authorized Travel Agency?***

- Travel agencies with an existing Business Contract with the University of Miami Travel Department. Please visit the [Authorized Travel Agencies](#) page.

***How do I purchase airline tickets from an Authorized Travel Agency?***

- Select one of the Authorized Travel Agencies, and make your reservation with them. You will need to use the Corporate Travel Card to pay for airline tickets and other travel expenses. If you do not have a Corporate Travel Card, please visit the [UM Corporate Card Office](#) online, or call them at (305) 284-2417 to apply.

***What is an Electronic Ticket (e-ticket) and how is it reported on a Business Expense Reimbursement Form?***

- An Electronic Ticket is Air travel reserved with an airline for which no paper ticket is issued. The reservation and seat assignment are secured within the airline's computer reservation system only. You must request a receipt from the travel agent or airline at the time of the booking or check-in at the airport in order to properly report the trip.

## CAR RENTAL DISCOUNTS

***What discounts are available through Car Rental companies?***

- Rate information can be found on Travel Management's [Car Rental Discounts](#) web page. The University currently receives discounts from Budget, Dollar, Enterprise/National, Hertz, and Thrifty.

***Do the negotiated car rental rates include insurance?***

- At this time, rental insurance is included for rentals from Enterprise/National and Dollar Car Rental only. **For both brands, rental rates include the cost of insurance for business-related rentals only.** Faculty and employees renting a vehicle for personal use, or from a car rental company other than these two, are entitled to the contracted rates but will be responsible for insurance coverage, unless stated otherwise.

**NOTE:** If you have a question regarding insurance, contact Risk Management at (305) 284-3163

## HOTELS

***What hotels have established discounts for University of Miami employees?***

- Check our [Hotel Discounts Listing](#) for specific hotels, rates, and restrictions.

***Are hotel discounts also available for personal use?***

- Yes. The discounted hotel rates are also available for employees on personal travel, parents of students, patients at UM Hospitals, and UHealth International.

***How do I receive the listed hotel discount?***

- Choose your desired hotel, and when making your reservation, provide the appropriate discount code (if shown), or simply request the University of Miami rate.

***What are Blackout Dates?***

- There are times when the negotiated rates are not available due to high occupancy (“blackout dates”). Blackout dates vary by hotel, so check your specific hotel for details.

## **INTERNATIONAL TRAVEL**

***Click for very important information on [International Travel](#).***

For Faculty, Staff, and Student, insurance-related questions contact Risk Management at (305) 284-3163.

***What is the International Travel Policy?***

- Please click [here](#) to view the International Travel Policy (Risk Management).

***Where can I get information on other forms of payment, Travel Advances, use of other agencies, paying with personal credit cards, etc.?***

- For any questions related to payment forms, please contact Disbursements at (305) 284-3564.

## **TRAVEL & BUSINESS EXPENSE REIMBURSEMENTS**

***What is the University’s standard mileage allowance for travel by private automobile?***

- [Click here for detailed mileage information.](#)

***What is the Travel and Business Expense Reimbursement Policy?***

- [Click here to view the UM Travel Policy](#)

***What is the University of Miami’s Per Diem rate for meals?***

- [Click for current Per Diem rates.](#)

***What documentation do I need to attach to my Business Expense Reimbursement Form to ensure that my eBERF is processed quickly and efficiently?***

- Please attach your boarding passes, ticket receipts, and any other receipts and documentation to validate your expenses. For more information, contact Disbursements at (305) 284-3564.

***If I am traveling on a Sponsored Account, what do I need to do?***

- Contact one of the authorized Travel Agencies and request a fare that is compliant with the **Fly America Act**, which requires all travel on sponsored accounts be on an American domestic carrier. Ask your agent about code sharing, a common travel industry practice, where airlines purchase seats on competitor flights. Airlines have allied with one another such as the American Airlines One-World Alliance which is a partnership with British Airways, Cathay, Iberian, LAN,

and Qantas. This allows travelers to earn points on partnering airlines and expands domestic carrier's presence to benefit the Fly America Act.

## **OTHER TRAVEL INFORMATION**

- [Travel Links](#)