



Why did my confirmed Car Rental Reservation Cancel?

If your reservation automatically cancelled it indicates you exited the reservation process BEFORE you completed the process and did not reach the FINISHED screen. You may have received a Pre-Ticket Itinerary email. There are two emails for any reservation: a *Pre-Ticket* Itinerary and a *Ticketed* Itinerary email. Pre-Ticket Itinerary is issued when you make a selection but have not BOOKED or CONFIRMED the reservation.

The steps in the reservation process are:

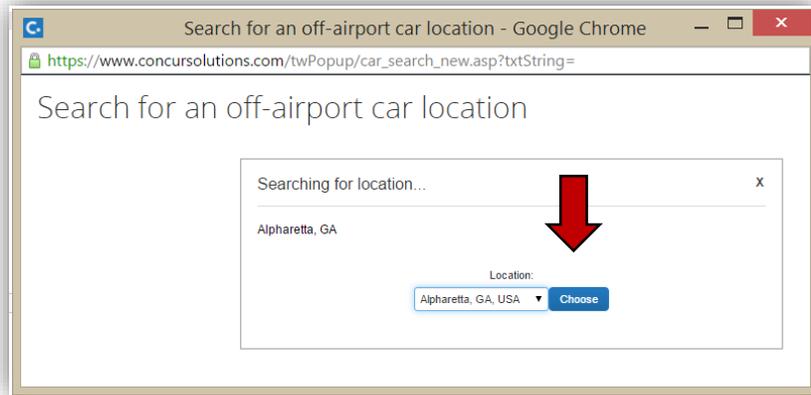
1. Trip Search: Select the Rental Car icon from Trip Search and enter your Car Search criteria
 - a. Enter Pick-up and Drop-off dates
 - b. Select the Pick-up location: *Airport Terminal* or *Off-Airport*
 - c. Click on the blue **Search** link

The screenshot shows a 'Car Search' form with a red warning box at the top. The warning box contains the text: "Hertz is the MANDATORY state contract vendor for all AIRPORT locations, both in-state and out-of-state facilities. Hertz and Enterprise Car Rental are the contracted vendors for in-state, non-airport locations. If Hertz does not have vehicles available at an airport location at time of booking, please contact Travel Inc. at 770-291-5190 or 877-548-2996. No other rental car vendors should be booked at AIRPORT locations without contacting Travel Inc. for assistance." Below the warning box, the 'Car Search' section includes fields for 'Pick-up date' (12/14/2015) and 'Drop-off date' (12/16/2015), both with time dropdowns. Under 'Pick-up car at', there are radio buttons for 'Airport Terminal' and 'Off-Airport', with 'Off-Airport' selected. A text input field for 'Off Airport Location' is present, followed by a blue 'Search' link. A red arrow points to this link. Below the input field is a checkbox for 'Return car to another location' and a link for 'More Search Options'. At the bottom is a red 'Search' button. A red arrow points to the 'Search' button. A red arrow points to the 'Off Airport Location' input field. A red arrow points to the 'Search' link.

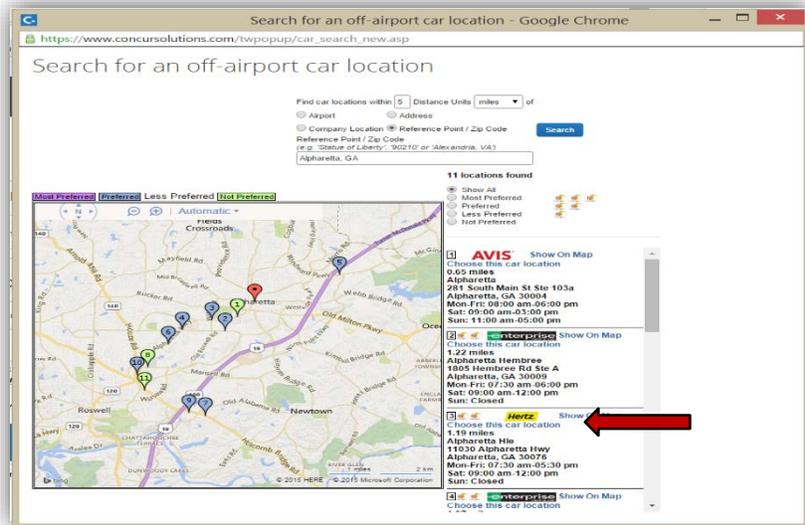
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- d. Enter the location search criteria. In our example we chose Reference Point and entered a city and state. This could have been a zip code as well. Click **Search**.

The screenshot shows a web browser window titled "Search for an off-airport car location - Google Chrome". The address bar shows "https://www.concursolutions.com/twPopup/car_search_new.asp?txtString=". The page content is "Search for an off-airport car location". It features a search form with the following elements: "Find car locations within 5 Distance Units miles of", radio buttons for "Airport", "Address", "Company Location", and "Reference Point / Zip Code" (selected), and a "Search" button (highlighted with a red box). Below these is a text input field for "Reference Point / Zip Code" with the example text "(e.g. 'Statue of Liberty', '90210' or 'Alexandria, VA')" and the entered text "Alpharetta, GA".

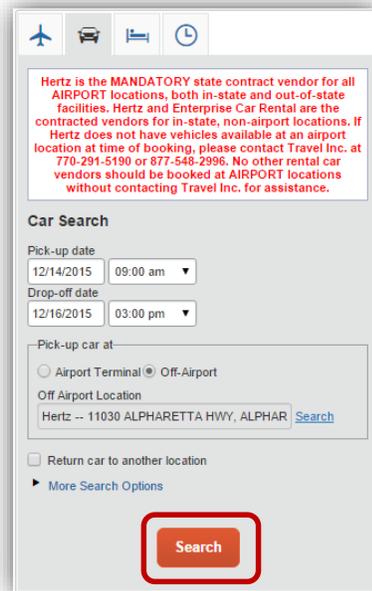
- e. Click on **Choose** to verify the location search.



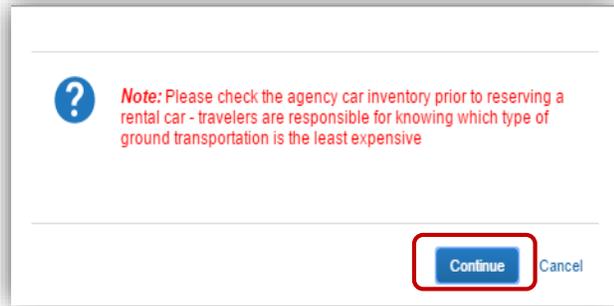
- f. Select the location by clicking on the blue *Choose this car location* link for the Hertz or Enterprise vendor of your choice.



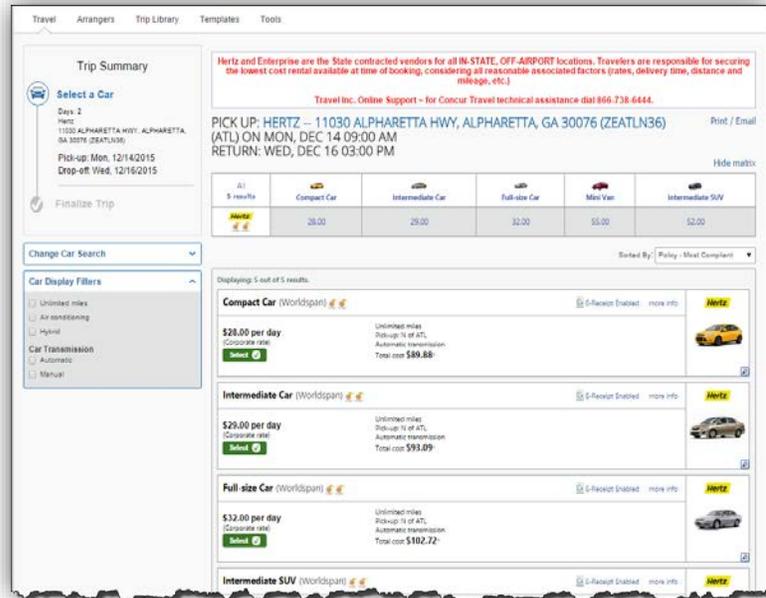
- g. Click on the orange **Search** button to view the vendor's vehicle availability



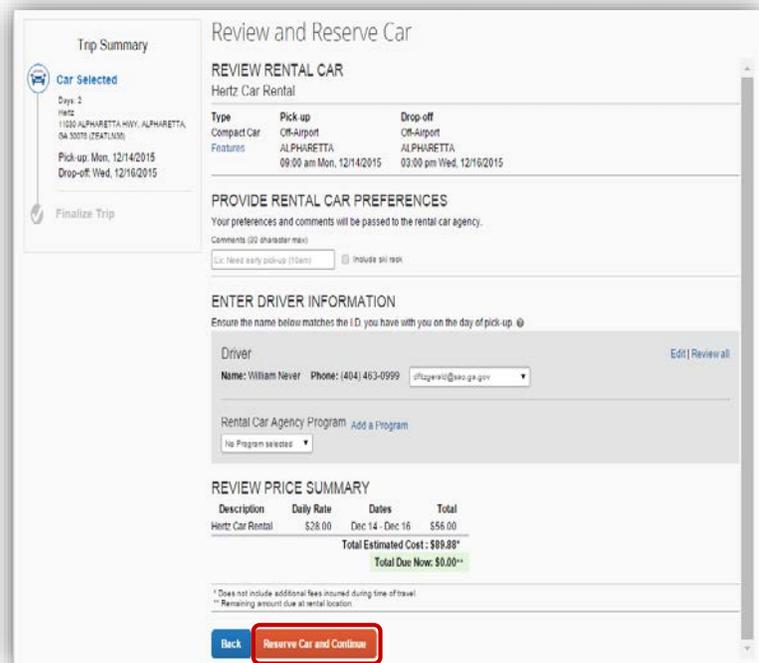
- h. Click **Continue** to accept the responsibility reminder when reserving a rental car.



2. Trip Summary:
Select the car size you require by clicking on a Select button; green for in policy, yellow for slightly out of policy can be reserved.



3. Review and Reserve Car: Review the information for this rental then select **Reserve Car and Continue**.



- Travel Details: At this point the car rental is in the travel system as a pre-ticketed reservation but the reservation HAS NOT BEEN COMPLETED. Do not cancel or the reservation will automatically cancel in 24 hours.

No reservation is complete until you see Finished.

Review the information and then click **Next**.

- Trip Booking Information: Enter travel dates in parentheses at the end of the Trip Name. Your reservation is still not confirmed. *No reservation is complete until you see Finished.* Do not cancel. Click **Next**

- Trip Confirmation:** Review the itinerary. Your reservation is held but is **NOT CONFIRMED** until you see Finished. **Do not click Cancel** or your reservation will automatically cancel even though you will receive a pre-ticketed itinerary email. Click **Confirm Booking**.

Trip Confirmation

To COMPLETE BOOKING, please press the "Confirm Booking" button after reviewing this page. To CANCEL, press the Cancel button.

Your designated travel approver will receive a copy of your itinerary.

TRIP OVERVIEW

Trip Name: Car Reservation at HERTZ - 11030 ALPHARETTA HWY, ALPHARETTA, GA 30076 (ZEATLND6) (12-14 to 16)
 Start Date: December 14, 2015
 End Date: December 16, 2015
 Created: November 12, 2015, William Never (Modified: November 12, 2012)
 Description: (No Description Available)
 Agency Record Locator: 29XDMN
 Reservation Ref: William Never
 Total Estimated Cost: \$89.88 USD

RESERVATIONS

Monday, December 14, 2015

Hertz Car Rental at: Atlanta US (ATL)
 Pickup at: 11030 ALPHARETTA HWY ALPHARETTA, GA, 30076 US
 Phone: 7706421405
 Confirmation: G7524352174

Pick Up: 09:00 AM Mon Dec 14 Status: Confirmed
 Pickup at: 11030 ALPHARETTA HWY ALPHARETTA, GA, 30076 US
 Request Queue Number: XXXXXX1750
 US
 Number of Cars: 1 Rate Code: CR

Return: 03:00 PM Wed Dec 16
 Returning to: 11030 ALPHARETTA HWY ALPHARETTA, GA, 30076 US

Additional Details:
 Rate: \$29.00 USD daily rate, unlimited miles, \$21.00 USD extra hourly rate, unlimited miles
 Total Rate: \$89.88 USD Corporate Discount: 201823
 Phone: 7706421405

Rental Details:
 Company: Car - Automatic transmission / Air conditioning

TOTAL ESTIMATED COST

Car: \$89.88 USD
 Total Estimated Cost: \$89.88 USD

REMARKS

Almost done... Please confirm this itinerary.

Display Trip Previous **Confirm Booking** Cancel

- Finished:** You have now completed the reservation and it will not automatically cancel. When the reservation process has completed you will receive a ticketed itinerary email.

Click **Return to Travel Center** to exit.

Finished!

Your reservation has been booked, but not yet processed. Travel Incorporated will send you the final itinerary invoice once completed. If you do not receive your email within 24 hours, please call the Travel Incorporated Online Technical Support Desk at 1-866-738-6444 for assistance.

Trip Record Locator : 29XDMN

A copy of this itinerary has been sent to your travel manager. Your itinerary has been saved. Travel Incorporated (S) will service your itinerary. Please Note: Fares are not guaranteed until tickets are issued and are subject to change without notice.

Travel Contact Information

If you do not receive an e-mail confirmation of your itinerary within 24 hours please contact your travel manager.

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REMARKS

Your itinerary has been saved.

Print Itinerary E-mail Itinerary **Return to Travel Center**