



Why did my confirmed Car Rental Reservation Cancel?

When making ANY travel reservation you must select **Confirm Booking** to go all the way to the **Finished** screen or the reservation will automatically cancel. If your reservation automatically cancelled you exited the reservation process BEFORE you completed the process even though 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.

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 the following fields and options:

- Car Search** header
- Pick-up date: 12/14/2015, 09:00 am
- Drop-off date: 12/16/2015, 03:00 pm
- Pick-up car at:
 - Airport Terminal
 - Off-Airport
- Off Airport Location: [Text input field]
- Search: [Blue link]
- Return car to another location:
- More Search Options: [Link]
- Search: [Red button]

Annotations: A red arrow points to the 'Search' link, and another red arrow points to the 'Search' button. A curved red arrow points from the 'Search' link to the 'Search' button.

- 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 URL is https://www.concursolutions.com/twPopup/car_search_new.asp?txtString=. The page content is:

Search for an off-airport car location

Find car locations within Distance Units of

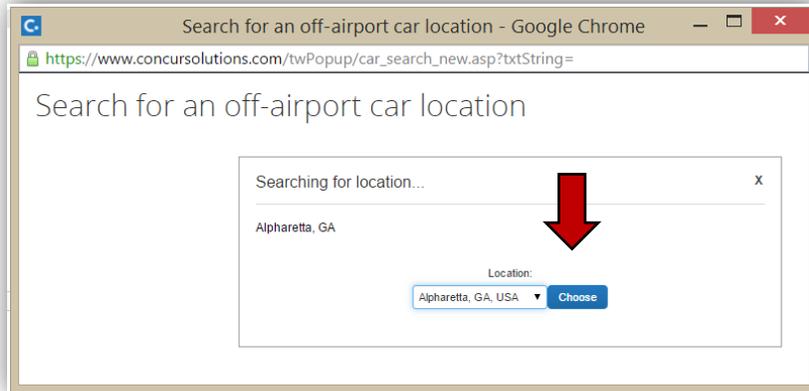
Airport Address

Company Location Reference Point / Zip Code

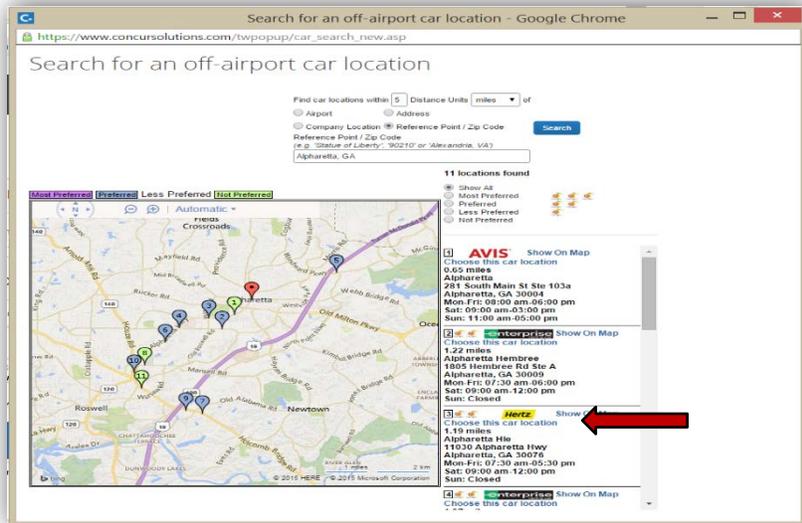
Reference Point / Zip Code
(e.g. 'Statue of Liberty', '90210' or 'Alexandria, VA')

Search: [Red box around blue button]

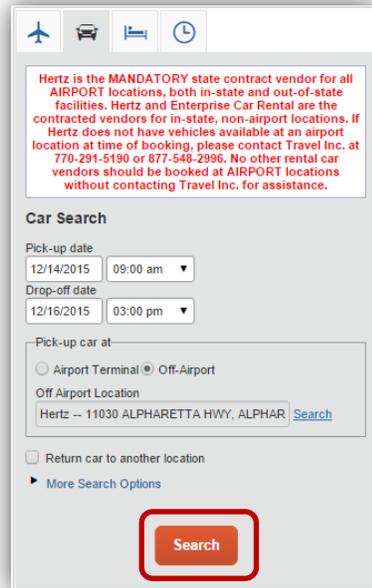
- e. Click on **Choose** to verify the location search.



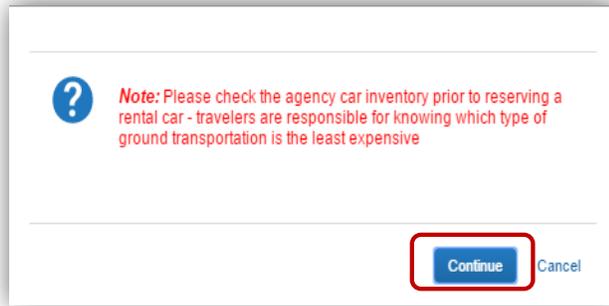
- f. Select the location by clicking on the blue *Choose this car location* link for the Hertz or Enterprise vendor of your choice.



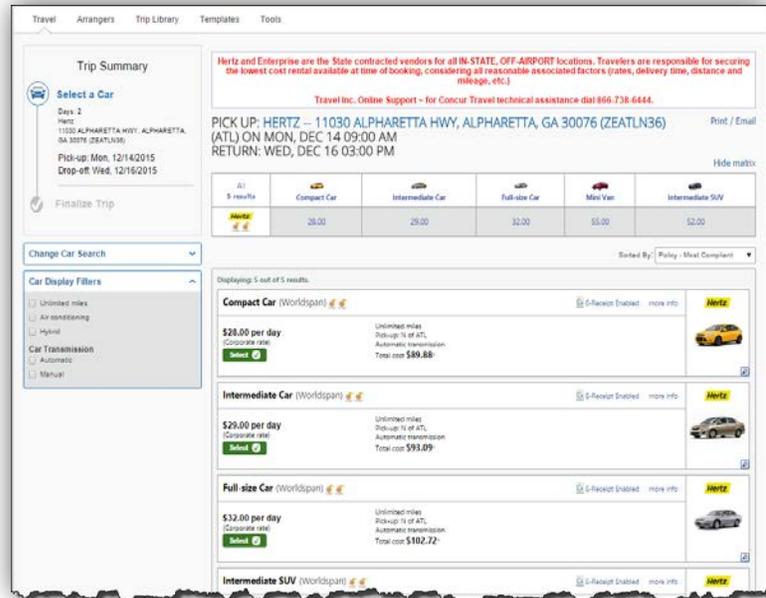
- g. Click on the orange **Search** button to view the vendor's vehicle availability



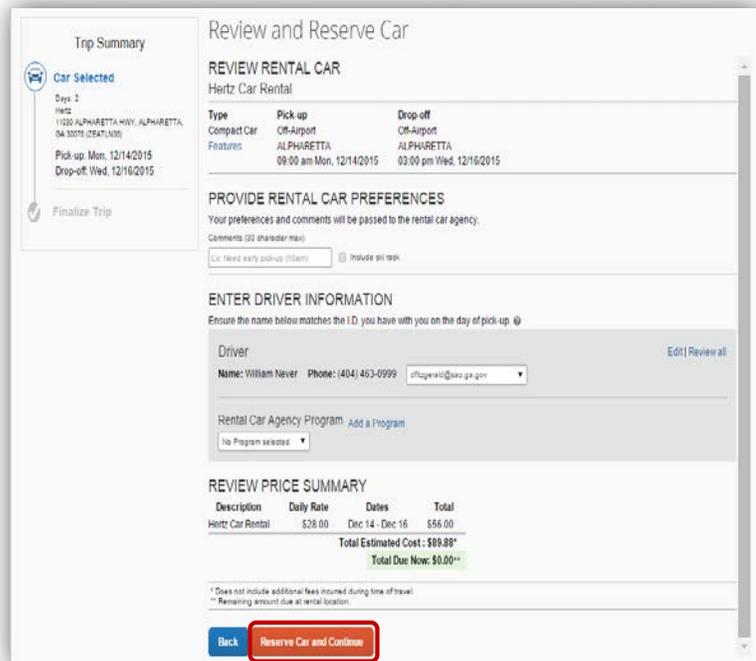
- h. Click **Continue** to accept the responsibility reminder when reserving a rental car.



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**.



2. **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**.

Travel Details

TRIP OVERVIEW

I want to... [Print Itinerary](#) [Cancel Itinerary](#)

Trip Name: Car Reservation at HERTZ - 11030 ALPHARETTA HWY, ALPHARETTA, GA 30076 (ZEATLN38) [Edit](#)

Start Date: December 14, 2015

End Date: December 16, 2015

Created: November 12, 2015, William Never (Modified: November 12, 2015)

Description: (No Description Available) [Edit](#)

Agency Record Locator: 29XDMN

Reservation for: William Never

Total Estimated Cost: \$89.88 USD [Details](#)

Add to your Itinerary

[Add](#) [Cancel](#)

RESERVATIONS

Monday, December 14, 2015

Hertz Car Rental at: Atlanta US (ATL) [Change](#) [Cancel](#)

Pick-up at: 11030 ALPHARETTA HWY ALPHARETTA, GA, 30076 US
Phone: 7706421405

Pick Up: 09:00 AM Mon Dec 14
Pick-up at: [11030 ALPHARETTA HWY ALPHARETTA, GA, 30076 US](#)

Confirmation: G7524352174
Status: Confirmed
Frequent-Traveler Number: XXXXXXX1758
Rate Code: CR

Number of Cars: 1

Return: 03:00 PM Wed Dec 16
Returning to: [11030 ALPHARETTA HWY ALPHARETTA, GA, 30076 US](#)

Additional Details

Rate: \$28.00 USD daily rate, unlimited miles; \$21.00 USD extra hourly rate, unlimited miles
Total Rate: \$89.88 USD
Corporate Discount: 2016425
Phone: 7706421405

Rental Details

Company: Hertz
Contract: Car / Automatic transmission / Air conditioning

[Add to your Itinerary](#)

TOTAL ESTIMATED COST

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

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.

[Next >>](#) [Cancel](#)

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

Travel Arrangers Trip Library Templates Tools

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.

Car Reservation at HERTZ - 11030 ALPHARETTA HWY, ALPHARETTA, GA 30076 (ZEATLN38) (12-14 to 16)

Trip Description (optional)
Used to identify the trip purpose

Send a copy of the confirmation to:

Send my email confirmation as
 HTML Plain-text

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 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**.

- 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.