



**RUTGERS**  
THE STATE UNIVERSITY  
OF NEW JERSEY

# **Rutgers Travel Services Online Booking Tool and Mobile App**

## **Travel Booking Guide**

**Version 1.1**

March 21, 2022

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## Overview

If you need to book official Rutgers-related travel, use the Rutgers Online Booking Tool to book air, train, car rental, and hotel reservations. The booking tool, which is powered by SAP Concur, provides access to preferred suppliers, negotiated discounts, and reservation pre-payment capabilities.

When you book using the Rutgers Online Booking Tool, you **will not** be required to pay out of pocket expenses for the following:

- Airfare and train (Amtrak). Does not include ancillary fees like checked baggage, paid seat assignments, Wi-Fi, etc.
- Car rental (coming soon). Will not include fuel or other ancillaries.

This guide outlines how to get started in the Rutgers Online Booking Tool, how to book travel, and the trip approval process for travelers and approvers.

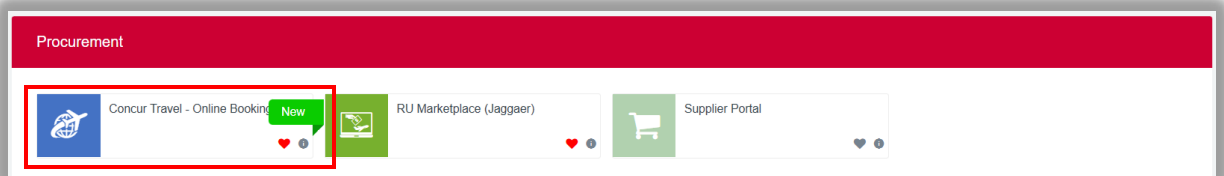
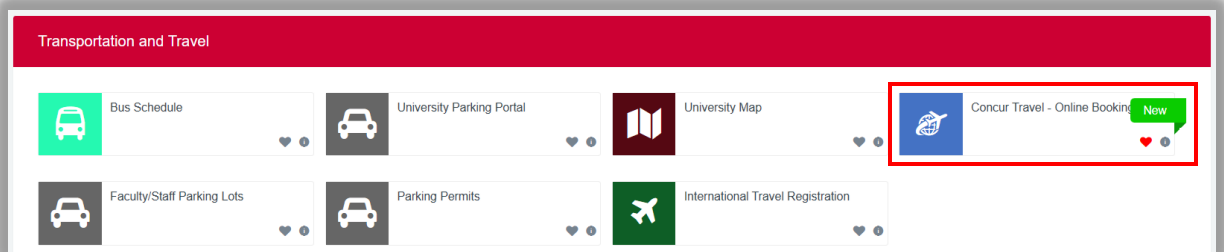
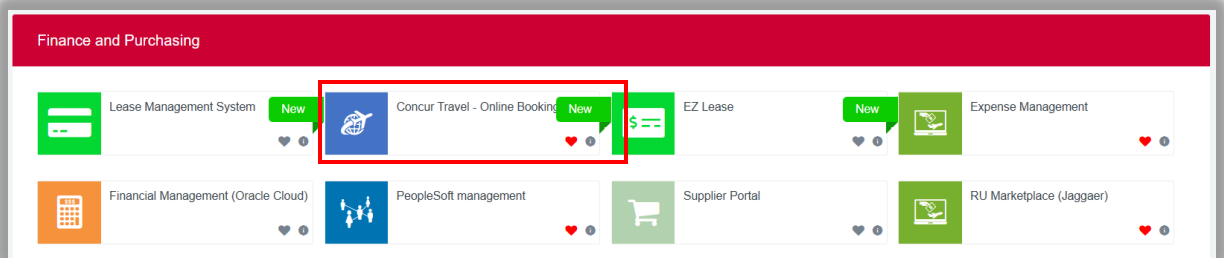
# Accessing the Rutgers Online Booking Tool (SAP Concur)

You are not required to take any action to create your traveler account. Accounts are created automatically via an import file from Rutgers University's Human Resources database.

To access the online booking tool, go to the [myRutgers Portal](#), click the My Apps tab, and click the Rutgers Online Booking Tool tile.

Depending on your View in the My Apps portal, the tile can be found under Finance and Purchasing, Transportation and Travel, or Procurement.

Please contact [RUTravel@finance.rutgers.edu](mailto:RUTravel@finance.rutgers.edu) if you are not logged into the site automatically through single sign-on.



# Establish/Update Your Traveler Profile

**Before booking travel for the first time, all travelers and travel arrangers will need to save their traveler profile.**

Use the traveler profile options to set or change your personal travel preferences and settings. They include:

- Personal information (name, address, emergency contact, credit card)
- Register for SAP Concur for Mobile
- Travel preferences (air, hotel, car rental, rail preferences)
- Frequent traveler programs (frequent flyer, hotel rewards, etc.)
- Known Traveler Numbers (Global Entry, TSA Pre-Check, etc.)
- Assistants and travel arrangers
- Email options
- Other preferences and settings (language, calendar, emails, accessibility mode)

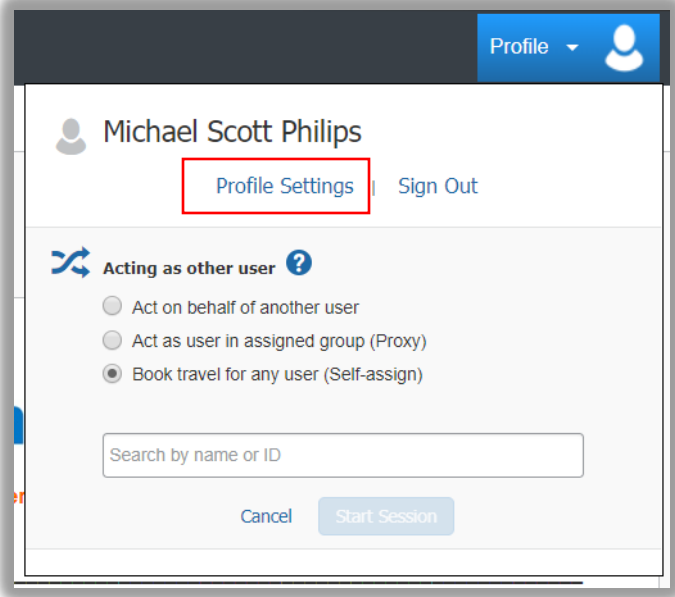
All profile fields marked **[Required]** must be completed to save your profile. Those fields include: your full name as it appears on your government-issued ID; work, home, and mobile phone numbers; gender as it appears on your government-issued ID, and date of birth.

The screenshot shows a 'Contact Information' form with several input fields. A red box highlights the 'Work Phone [Required\*\*]', 'Home Phone [Required]', and 'Mobile Phone [Required]' fields. Other fields include 'Work Extension', 'Work Fax', 'Pager', 'Other Phone', and 'Mobile Phone Country/Region'. A 'Save' button is located at the bottom right of the form.

If you have questions related to any of the fields on the profile page, contact [RUTravel@finance.rutgers.edu](mailto:RUTravel@finance.rutgers.edu).

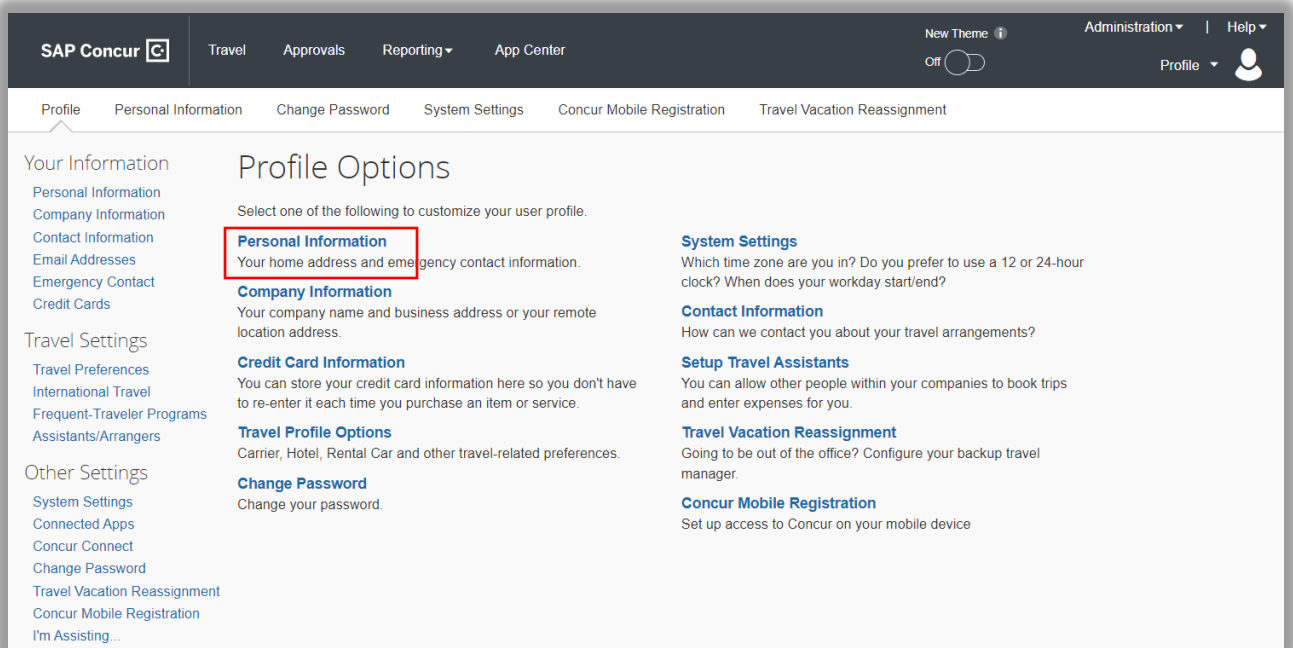
To access your profile information:

1. Click **Profile > Profile Settings**. The **Profile Options** page will appear.








2. Select the appropriate option under Profile Options or from the links on the left side of the page.

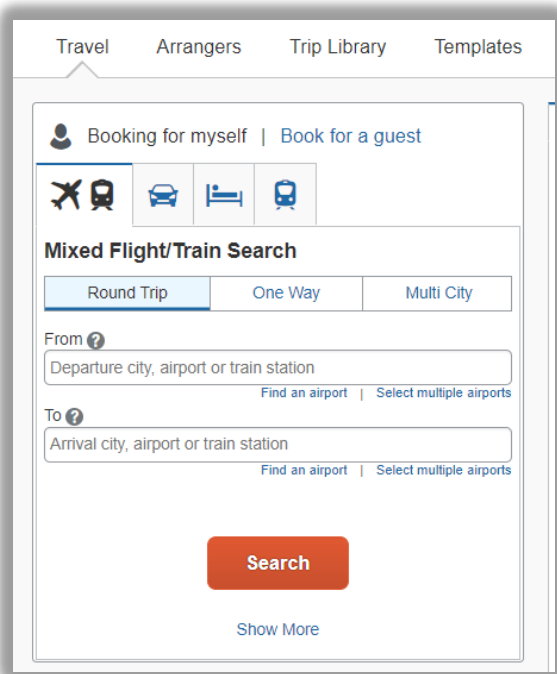
The **Personal Information** link is where you will find the **[Required]** fields that must be completed prior to booking travel.



# Booking a Flight

From the home page, use the **Air/Rail**  tab to book a flight by itself or with a car rental and/or hotel reservation. To book car and hotel reservations **without** a flight, use the **Hotel**  and **Car**  **Search** tabs, respectively. To book Amtrak, use the **Train**  **Search** tab.

You can access the **Air/Rail**  tab by clicking **Travel** or the SAP Concur logo on the home page. The search tabs are on the left side of the page.



The screenshot shows the SAP Concur booking interface. At the top, there are navigation tabs: Travel, Arrangers, Trip Library, and Templates. Below this, there are options for "Booking for myself" and "Book for a guest". A row of icons represents different search options: Air/Rail, Car, Hotel, and Train. The "Mixed Flight/Train Search" section is active, showing three search options: Round Trip (selected), One Way, and Multi City. Below these are two input fields: "From" (Departure city, airport or train station) and "To" (Arrival city, airport or train station). Each field has a "Find an airport" and "Select multiple airports" link. A large orange "Search" button is centered at the bottom, with a "Show More" link below it.

## Step 1: Start the Search

1. Select either the **Round Trip**, **One Way**, or **Multi City** search options.
2. In the **Departure City** and **Arrival City** fields, enter the cities for your travel. When you enter a city, airport name, or airport code, the online booking tool will automatically search for a match.

Use the **Find an airport** and **Select multiple airports** links as needed. Click in the **Departure** and **Return** date fields, and then select the appropriate dates from the calendar. Use the remaining fields in this section to define the appropriate time range.

- Pick-up/Drop-off car at airport
- Find a Hotel

3. If you need a rental car when you arrive to your destination, click the **Pick-up/Drop-off car at airport** check box.
4. If you need a hotel, click the **Find a Hotel** check box.

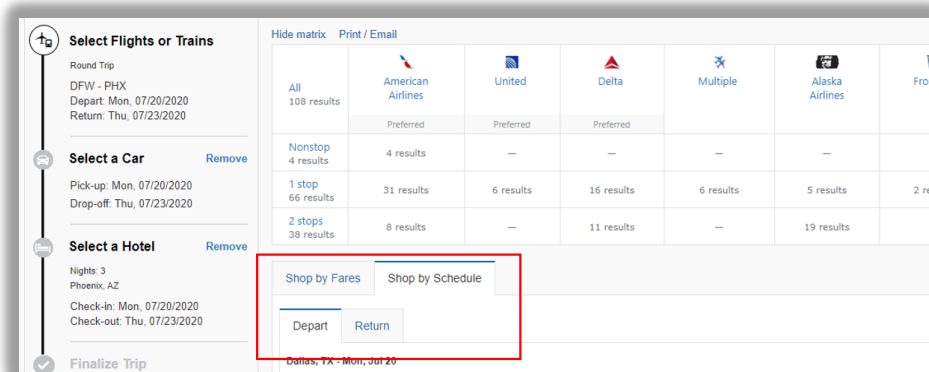
Additional fields will appear. Choose to search near an **Airport, Address, Company Location, or Reference Point / Zip Code**, and then enter the appropriate information in the available fields.

Before booking, canceling, or changing your hotel reservation, verify the hotel's cancellation policy.

## Step 2: Select a flight

On the **Flight Search** results page:

1. The default search setting is to **Search by Schedule**. When this option is selected, the **Depart** tab is initially active and departure flights are sorted in order of departure time. Once a departure flight is selected, the **Return** tab is active and return flights are sorted in order of departure time.
2. If the **Shop by Fares** tab is selected, the **Depart** and **Return** tabs are not active and flights options are sorted by price starting with the least expensive.



Some carriers cannot be combined in the same itinerary; for example, you cannot select Southwest Airlines for your departure flight and Delta Airlines for your return flight. You will be alerted to this during the booking process if applicable. If the flights that best meet your needs fall into this category, you will need to book two separate one-way reservations.

- Once flights are selected, click the **View Fares** button and select the appropriate fare to continue.

**Selected Fare**

06:07a EWR → 08:51a MCO	Nonstop	2h 44m	Remove ✕ <b>\$549.15</b> <div style="background-color: #0070c0; color: white; padding: 5px; text-align: center; margin-top: 5px;">View Fares</div>
10:40a MCO → 01:20p EWR	Nonstop	2h 40m	

Preferred Airline for Rutgers University Show all details ▾

- On the **Review and Reserve Flight** page, review the flight details for your trip.
- On the **Review and Reserve Flight** page, you can review your flight details, review price summary, select your frequent flyer program, and select your seat assignment.

If your selected carrier allows for pre-reserved seats, click **View seat map** to select your seats. Select any **Available** seat from the **Seat Map**. **Preferential** and **Paid Preferential** seats can only be selected by travelers with the appropriate frequent flyer status. If you select this type of seat and are not eligible, the airline will move your seat. These seats can only be purchased directly through the airline’s website after you have completed your booking.

Seat Map Select Seat Close

American #520, Airbus Industrie A321, Dallas/Fort Worth Intl Airport (DFW) - Phoenix Sky Harbor Intl Airport (PHX)  
 Seat assignment is subject to change up until time of departure

<input checked="" type="checkbox"/> Available	<input type="checkbox"/> Occupied or Unavailable	<input checked="" type="checkbox"/> Selected	<input type="checkbox"/> Exit row	<input type="checkbox"/> No seating
<input checked="" type="checkbox"/> Preferential	<input type="checkbox"/> Preferential			
<input checked="" type="checkbox"/> Paid preferential	<input type="checkbox"/> Paid preferential			

- Click **Reserve Flight and Continue**.



### Step 3: Select a rental car

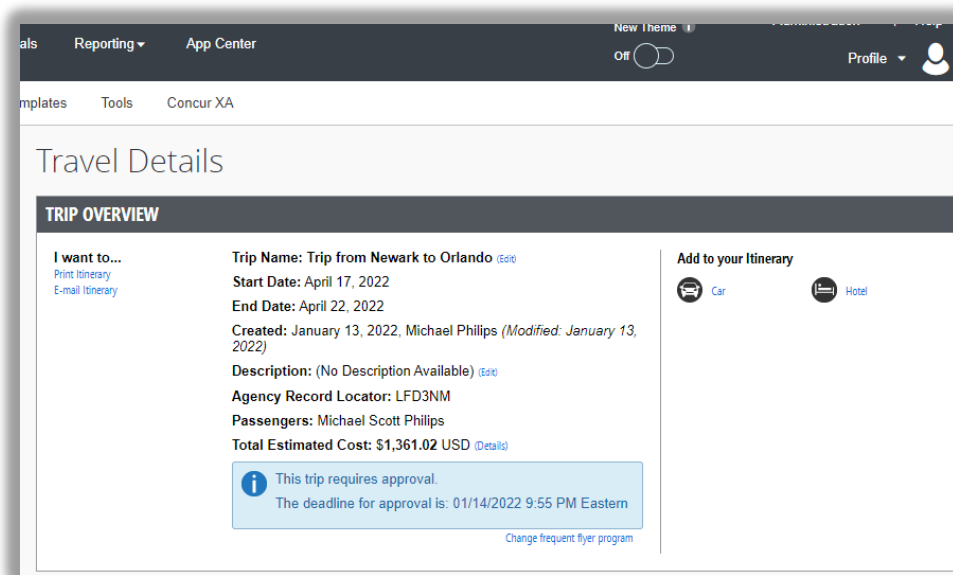
If you requested a rental car on the **Air/Rail Search**, the rental car search results appear. For information about booking a rental car, see **Booking a Rental Car**.

### Step 4: Select a hotel

If you requested a hotel on the **Air/Rail Search**, the hotel search results appear. For information about booking a hotel, see **Booking a Hotel**.

### Step 5: Review the Travel Details page (itinerary)

1. On the **Travel Details** page, review and change your itinerary, if necessary.
2. In the **Trip Overview** section:
  - Review the information for accuracy.
  - In the **I want to** section, print or email your itinerary as appropriate.
  - In the **Add to your Itinerary** section, add a car, hotel, etc., as needed.



3. Review the **Total Estimated Cost** section.
4. Click **Next**.
5. The **Trip Booking Information** page appears.

## Step 6: Review the booking information

Use the **Trip Booking Information** page to enter additional information about your trip:

**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. If you have any special requests for the travel agent, please enter them into the agent comments section.

**Trip Name**  
This will appear in your upcoming trip list.

**Trip Description** (optional)  
Used to identify the trip purpose

Trip from Newark to Orlando

**Comments for the Travel Agent** (optional)  
Special Requests may incur a higher service fee.

Send a copy of the confirmation to: ?

Send my email confirmation as  
 HTML  Plain-text

Business Purpose (Conference, Research, Donor Visit, Etc.) [Required]

Is this trip being charged to a project, for example, a grant or research fund? (Yes/No) [Required]

You may HOLD this reservation until: 02/17/2022 11:55 pm Eastern

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 Hold Trip << Previous Next >> Cancel Trip

1. Enter or modify your **Trip Name**. This is how the trip will appear on your itinerary and in the automated email from SAP Concur.
2. Enter a **Trip Description** (optional).
3. Indicate if there is anyone else who should receive the initial confirmation email. Enter as many recipients as needed, separated by commas. If you book the trip, you will automatically receive the email.
4. Enter **Comments for the Travel Agent**. Adding a note to this section will flag your itinerary to be reviewed by the travel agency prior to being finalized. Itineraries are only reviewed during normal business hours, so be cautious when adding notes to this section for urgent bookings.

If you have an unused ticket from a previously cancelled reservation, add a note to the **Comments for the Travel Agent** section requesting the unused ticket be applied to the new reservation.

5. Enter a **Business Purpose**. This is a required field that should include the reason for travel. This section will be reviewed by your business office during the approval process.
6. Answer **Is this trip grant funded or being charged to a project?** If your trip is grant funded or being charged to a project, select **Yes**. Enter the associated 6-digit Project number and 3-digit Task number, then skip to step 8 below. If you select **No**, skip to step 7 below.
7. Answer **Will charges for this trip be allocated to your default Unit/Division/Department?** If you select **Yes**, no additional information is needed. If you select **No**, you will need to enter a Unit, Division, Org, Location, Fund Type and Business Line.

If you do not know the answers to questions 6 or 7, please contact your unit's business office.

8. Click **Next**.

The online booking tool displays your itinerary on the **Trip Confirmation** page. This itinerary will include any messages about ticketing policies.

Trip Summary

✓ **Finalize Trip**

- ✓ Review Travel Details
- ✓ Enter Trip Information
- Submit Trip Confirmation**

## Trip Confirmation

Reminder: All hotel reservations should be made using Concur or by contacting Direct Travel. Exceptions are only made for hotel bookings associated with conference/convention room blocks and Airbnb.

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

After you complete this booking, it will be reserved; however, it will not be ticketed until it is either approved by your company or the ticketing deadline is about to expire.

**TRIP OVERVIEW**

**Trip Name:** Trip from Newark to Orlando  
**Start Date:** April 04, 2022  
**End Date:** April 08, 2022  
**Created:** February 16, 2022, Michael Philips (Modified: February 16, 2022)  
**Description:** (No Description Available)  
**Is this trip being charged to a project, for example, a grant or research fund? (Yes/No):** Yes  
**Project ID (6-digit number):** 865967  
**Task (3-digit number):** 800  
**Business Purpose (Conference, Research, Donor Visit, Etc.):** Annual XYZ Conference  
**Agency Record Locator:** VPQ0TW  
**Passengers:** Michael Scott Philips  
**Total Estimated Cost:** \$255.76 USD

This trip requires approval.  
 The deadline for approval is: 02/17/2022 9:55 PM Eastern

**Agency Name:** Direct Travel (Rutgers University)

## Step 7: Purchase the ticket

1. Click **Confirm Booking** to initiate the approval process.
2. The **Finished!** screen shows your confirmation number. A finalized version of your itinerary (**Invoiced Direct2U Itinerary**) will be emailed once your trip has been approved and the ticket has been purchased.

Review the [Trip Approvals](#) section of this user guide for more information regarding the approval process.

Trip Summary

Finished!

### Finished!

You have successfully booked your trip!

**Trip Record Locator : LFD3NM**

The itinerary will be ticketed unless your travel manager rejects the trip. Your itinerary has been saved. Direct Travel (Rutgers University) will service your itinerary.  
**Please Note:** Fares are not guaranteed until tickets are issued and are subject to change without notice. Airfare must be ticketed by: 01/14/2022 11:55 pm Eastern

Travel Contact Information

#### TRIP OVERVIEW

Trip Name: Trip from Newark Liberty Intl Airport, Newark, NJ to Orlando Intl Airport, Orlando, FL  
Start Date: April 17, 2022  
End Date: April 22, 2022  
Created: January 13, 2022, Michael Philips (Modified: January 13, 2022)  
Description: (No Description Available)  
Is this trip grant funded or being charged to a project?: Yes  
Project: 865967  
Task: 800  
Business Purpose (Conference, Research, Donor Visit, Etc.): XYZ  
Agency Record Locator: LFD3NM  
Passengers: Michael Scott Philips  
Total Estimated Cost: \$1,361.02 USD

This trip requires approval.  
Trip will be approved automatically unless Michael Scott Philips rejects it before the deadline: 01/14/2022 9:55 PM Eastern

Agency Name: Direct Travel (Rutgers University)

#### RESERVATIONS

Sunday, April 17, 2022

**Flight** Newark, NJ (EWR) to Orlando, FL (MCO)

United 800

Departure: 06:07 AM  
Newark Liberty Intl Airport (EWR)  
Terminal: C  
Duration: 1 hours, 44 minutes  
Nonstop


Arrival: 08:51 AM  
Orlando Intl Airport (MCO)


Confirmation: MVXKHH  
Status: Confirmed  
Air Frequent Flyer Number: UA-FGL77713

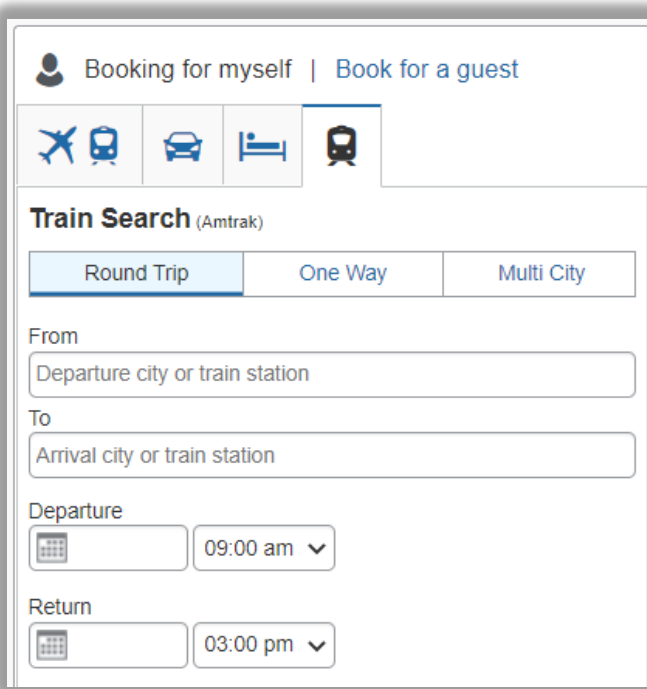
Seat: 31D (confirmed)

Additional Details

# Booking a Train (Amtrak)

From the Travel home page, select the **Train**  **Search** tab.

You can access **Train**  **Search** tab by clicking **Travel** on or the SAP Concur logo on the home page. The search tabs are on the left side of the page.



The screenshot shows the Amtrak Train Search interface. At the top, there are two options: "Booking for myself" and "Book for a guest". Below this is a navigation bar with icons for different travel modes: Airplane, Train, Car, Hotel, and Bus. The "Train" icon is selected. The main section is titled "Train Search (Amtrak)" and has three tabs: "Round Trip", "One Way", and "Multi City". The "Round Trip" tab is selected. Below the tabs are two input fields: "From" (Departure city or train station) and "To" (Arrival city or train station). There are also two date and time pickers: "Departure" (09:00 am) and "Return" (03:00 pm).

## Step 1: Start the Search

1. Select either the **Round Trip**, **One Way**, or **Multi City** search options.
2. In the **Departure city or train station** and **Arrival city or train station** fields, enter the departure and arrival information for your travel.
3. Enter the dates and times for your travel.
4. Click **Search**.

Train content in the online booking tool is limited to routes historically used for business travel. If you are unable to find your departure or arrival train station, please reach out to [RUTravel@finance.rutgers.edu](mailto:RUTravel@finance.rutgers.edu) for assistance.

## Step 2: Select a train

On the **Train Search** results page:

1. The default search setting is to **Search by Fares**. When this option is selected, the **Depart** and **Return** tabs are not active and train options are sorted by price starting with least expensive.
2. If the **Shop by Schedule** tab is selected, the **Depart** tab is initially active and departure trains are sorted in order of departure time. Once a departure train is selected, the **Return** tab is active and return trains are sorted in order of departure time.
3. Once trains are selected, click the fare to continue.

The screenshot displays the Amtrak Regional Train Search results page. At the top, there are filters for 'All 2 results' and 'Nonstop 2 results' with a price of '\$52.00' and '2 results'. Below the filters, there are two tabs: 'Shop by Fares' (selected) and 'Shop by Schedule'. A notice states: 'Basic Economy fares have been excluded from availability due to their restrictive nature. Please email RUTravel@finance.rutgers.edu with any questions.' Below the notice, there is a search bar for 'Train Number Search' and a 'Sorted By' dropdown menu set to 'Price - Low to High'. The results section shows two train options: '06:42a → 09:33a Direct 2h 51m' and '07:15a → 09:59a Direct 2h 44m'. A blue button with '\$52.00' is highlighted with a red box. At the bottom, there is a link to 'Show all details'.



4. On the **Review and Reserve Train** page, review the flight details for your trip.
5. Click **Reserve Train and Continue**.

## Step 3: Complete the booking

Review the Travel Details page (itinerary), review the booking information, and purchase the ticket as outlined in **Steps 5-7** of the **Booking a Flight** section.

# Booking a Rental Car

## Step 1: Search for your Car

If you require a car *but not airfare*, from the home page, request the car using the **Car**  tab instead of the **Air/Rail**  tab.

1. Enter your **pick-up** and **drop-off dates** and **times**.
2. In the **Pick-up car at** section, select either:
  - **Airport Terminal**, and then type the city or the Airport code.
  - **Off-Airport**, and then enter (or search for) the location. Depending on your company's configuration, you may be able to have a car delivered to or picked up from your company location.
3. Select the **Return car to another location** check box, as needed. If you want to return the car to another location, additional fields will appear. Select either **Airport Terminal** or **Off-Airport**, and then enter the appropriate location.
4. To see additional search preferences, click **More Search Options**.
5. Select the **Car Type**.
6. Select all your preferences, and then click **Search**. The rental car search results appear.

## Step 2: Review the results

1. Review the price and options.
2. Click the picture of the car (if available) to see a larger picture as well as passenger and luggage capacity.
3. Click **Location details** for more information about the available options.

## Step 2: Select the rental car

1. Click the **Total cost** button. The **Review and Reserve Car** page appears.
2. Review the details for accuracy.
3. Select a rental car program, as needed.
4. Click **Reserve Car and Continue**.

If you requested the car using the **Air/Rail** tab, and you elected to reserve a hotel room, the **Hotel** results page will display.


The screenshot displays the SAP Concur Travel interface. The top navigation bar includes 'SAP Concur', 'Travel', 'Approvals', 'Reporting', and 'App Center'. The main content area is divided into several sections:

- Trip Summary:** Shows 'Flights Reserved' for a round trip from EWR to MCO, departing on Sun, 04/17/2022 and returning on Fri, 04/22/2022. It also shows 'Select a Car' with pick-up on Sun, 04/17/2022 and drop-off on Fri, 04/22/2022. A 'Select a Hotel' section is visible with 5 nights in Orlando, FL, from Sun, 04/17/2022 to Fri, 04/22/2022. A 'Finalize Trip' button is at the bottom of the summary.
- Notice:** A red notice states: 'Enterprise and National are Rutgers' preferred suppliers, and our contracted rates include Damage Waiver and Liability insurance coverages domestically and internationally. We have limited search results to Enterprise and National to ensure the required coverages are included without additional costs. If Enterprise or National are not available, or if you have any questions, please email RUTravel@finance.rutgers.edu.'
- PICK UP:** (MCO) ON SUN, APR 17 08:51 AM  
**RETURN:** FRI, APR 22 10:40 AM
- Hide matrix / Print / Email:** A table showing car rental options with columns for 'All', 'Economy', 'Compact', 'Intermediate', 'Standard', 'Full-size', 'Mini', 'Premium', and 'Luxury'. The 'Intermediate' column is highlighted, showing a rate of \$253.87 for the 'Most Preferred' option.
- Sorted By:** Policy - Most Compliant
- Displaying:** 4 out of 22 results.
- Intermediate Car - \$30.25 per day (Apollo):** A card showing a car image, details (Automatic transmission, Unlimited miles, Pick-up: Terminal: MCO, Adults: 4, Large bags: 1, Small bags: 2), and a 'Total cost' button highlighted with a red box, showing '\$253.87'.
- Total Estimated Cost:** A summary table at the bottom left showing 'Air' at USD 549.15 and 'Total' at USD.



# Booking a Hotel

## Step 1: Search for your Hotel

1. If you require a hotel **but not airfare**, from the home page, click the **Hotel**  tab.
2. Enter the **Check-in** and **Check-out Dates** (or click in the fields to use the calendar).
3. Enter the search radius.
4. Choose to search near an Airport, Address, Company Location, or reference Point / Zip Code, and then enter the appropriate information in the available fields.
5. If you will be using more than one hotel on your trip, select the **Add Another Hotel** check box.



Additional fields will appear. The **Check-in Date** field for the second hotel is automatically populated with the check-out date of the first hotel. Change the date, as necessary.

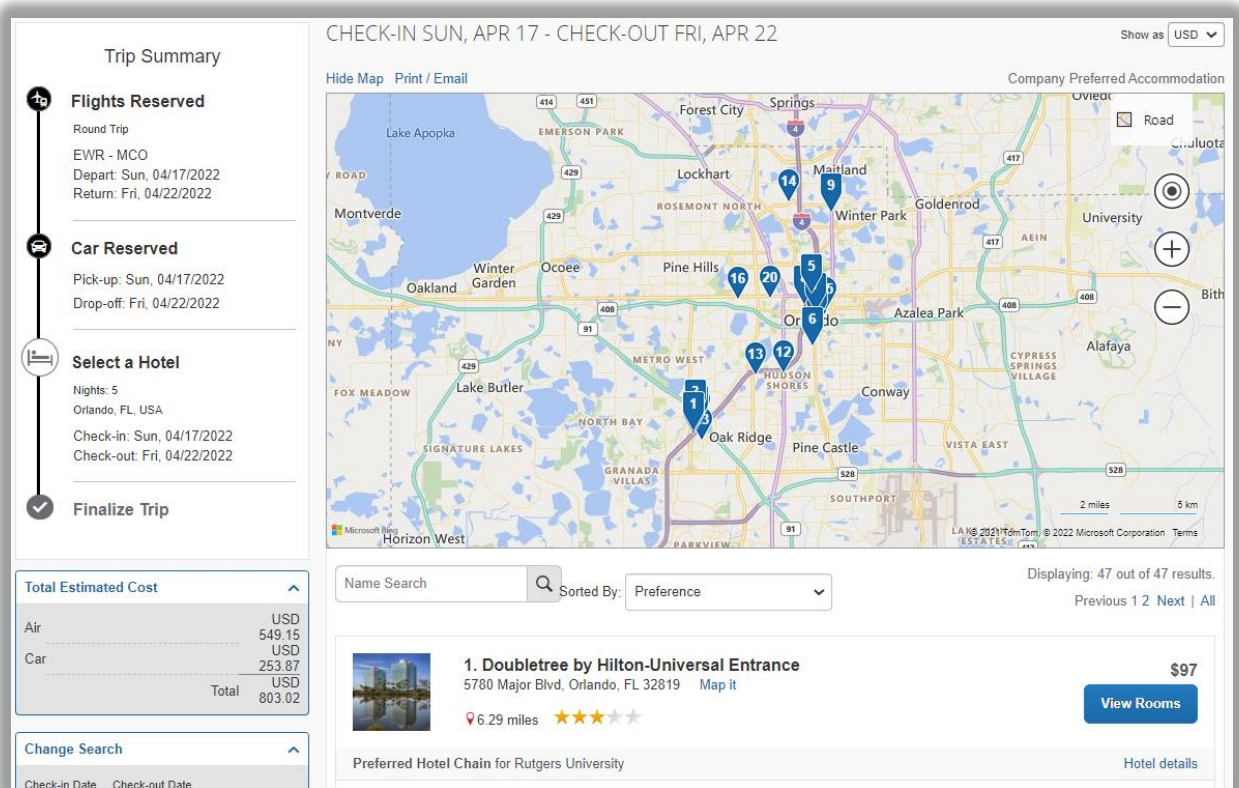
6. Click **Search**. The hotel search results appear.

A credit card must be added to your profile for the purpose of making hotel reservations. If pre-payment for a hotel is required, please follow the standard Purchase Order requisition process after the booking is made. A credit card will still need to be presented when checking in to the hotel to cover any incidental charges.

## Step 2: Review the hotel map

Click any blue icon to see specific hotel information. Use your mouse to zoom, and move the map, as needed.

The red  icon indicates your reference point, and the blue  icon shows university-preferred hotels.



**Trip Summary**

- Flights Reserved**  
Round Trip  
EWR - MCO  
Depart: Sun, 04/17/2022  
Return: Fri, 04/22/2022
- Car Reserved**  
Pick-up: Sun, 04/17/2022  
Drop-off: Fri, 04/22/2022
- Select a Hotel**  
Nights: 5  
Orlando, FL, USA  
Check-in: Sun, 04/17/2022  
Check-out: Fri, 04/22/2022
- Finalize Trip**


**Total Estimated Cost**

Air	USD 549.15
Car	USD 253.87
<b>Total</b>	<b>USD 803.02</b>

**Hotel Search Results:**

NAME SEARCH  Sorted By: Preference

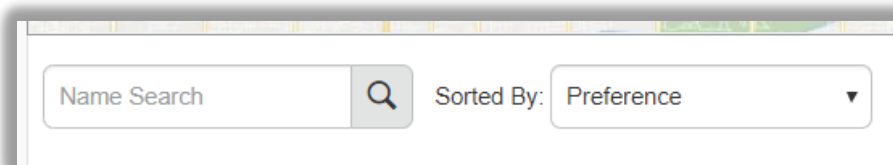
Displaying: 47 out of 47 results. Previous 1 2 Next | All

**1. Doubletree by Hilton-Universal Entrance**  
5780 Major Blvd, Orlando, FL 32819 [Map it](#) **\$97**  
 6.29 miles ★★★★★ [View Rooms](#)

Preferred Hotel Chain for Rutgers University [Hotel details](#)

## Step 3: Sort the search results (as needed)


Below the map, use the **Hotel Name Search** and **Sorted By** fields to sort the results.




**Note:** While not required, we strongly recommend booking our preferred hotel partners. Preferred hotel partners are labeled **Preferred Hotel Chain for Rutgers University**.

## Step 4: View the results



1. Click the picture to see more images.
2. Click **Hotel details** to see contact information, street address, cancellation policy, and information about the facility.
3. Click **View Rooms** to see:
  - The available room options and rates
  - Other amenities per room/rate
  - Rules and cancellation policy

Name Search   Sorted By: Preference

Displaying: 47 out of 47 results. [Previous](#) [1 2](#) [Next](#) | [All](#)




**1. Doubletree by Hilton-Universal Entrance**  
5780 Major Blvd, Orlando, FL 32819 [Map it](#)

 6.29 miles 



**\$97**

[View Rooms](#)

[Preferred Hotel Chain for Rutgers University](#) [Hotel details](#)




**2. Holiday Inn & Suites Universal Orlando**  
5916 Caravan Ct, Orlando, FL 32819 [Map it](#)

 6.41 miles 



**\$109**

[View Rooms](#)

[Preferred Hotel Chain for Rutgers University](#) [Hotel details](#)



**3. Hampton Inn closest to Universal Orlando**  
5621 Windhover Dr, Orlando, FL 32819 [Map it](#)

 5.93 miles 

**\$113**

[View Rooms](#)

[Preferred Hotel Chain for Rutgers University](#) [Hotel details](#)

## Step 5: Select the hotel room

1. Click the **Cost** button next to the room that you want to reserve. The **Review and Reserve Hotel** page appears. Navigate through the page and:
  - Review or modify the room preferences
  - Review the price summary
  - Select the credit card that will be used to guarantee the room
  - Review and accept the rate details and cancellation policy
2. Select the **'I agree to the hotel's rate rules, restrictions, and cancellation policy'** check box.
3. Click **Reserve Hotel and Continue**. Your **Travel Details** page (itinerary) displays.

The screenshot shows a search results page for hotels. At the top, there is a search bar with 'Name Search' and a magnifying glass icon, and a 'Sorted By' dropdown menu set to 'Distance - Preference Rank'. On the right, it says 'Displaying: 33 out of 33 results.' and 'Previous 1 2 Next | All'. The main result is for '1. DoubleTree by Hilton Orlando Downtown' with a price of '\$136' and a 'Hide Rooms' button. Below this, there is a section for 'Preferred Hotel Chain for Rutgers University' with a 'Hotel details' link. The 'Room Options' section lists five room types with their respective prices and information icons:

Room Option	Price
Rutgers University-chainwide 2 Queen Beds 205 Sq Ft - Comp Wifi - Sweet Dreams Bed (Apollo) <a href="#">Rules and cancellation policy</a>	\$136
Hilton Honors Discount-honors Semi-flex Room Only. 2 Queen Beds (Apollo) <a href="#">Rules and cancellation policy</a>	\$138
Hilton Honors Discount-honors Discount 2 Queen Beds 205 Sq Ft - Comp Wifi - Sweet Dreams Bed (Apollo) <a href="#">Rules and cancellation policy</a>	\$139
Semi-flex 2 Queen Beds 205 Sq Ft - Comp Wifi - Sweet Dreams Bed (Apollo) <a href="#">Rules and cancellation policy</a>	\$141
Rutgers University-chainwide 1 King Bed 205 Sq Ft - Comp Wifi - Sweet Dreams Bed (Apollo) <a href="#">Rules and cancellation policy</a>	\$146

# Reservation Changes & Cancellations

To make changes and cancellations to existing flight, train, rental car, and hotel reservations, call or email Direct Travel.

**Email:** [RutgersTravel@dt.com](mailto:RutgersTravel@dt.com) or reply to your Direct2U itinerary. Email is monitored Monday through Friday, 8:00 am-5:00 pm Eastern.

**Phone:** 1-888-818-1067 – Available 24/7

# SAP Concur Mobile App

To book airfare, hotels, and rental cars using the SAP Concur Mobile App:

1. Download the application from the Apple Store or Google Play Store.
2. Log in by entering your Username and selecting the **Sign in with Rutgers\_SSO** option. Your Username is your NetID + @rutgers.edu; for example, if your Net ID is 'abc123', your SAP Concur Mobile Username is abc123@rutgers.edu

If you need to confirm your Username:

1. Go to the Rutgers Online Booking Tool, Click **Profile > Profile Settings**. The **Profile Options** page will appear.
2. Click **Concur Mobile Registration**.
3. Your Username will be listed under **SIGN-IN IDS**.

## Profile Options

Select one of the following to customize your user profile.

### Personal Information

Your home address and emergency contact information.

### Company Information

Your company name and business address or your remote location address.

### Credit Card Information

You can store your credit card information here so you don't have to re-enter it each time you purchase an item or service.

### Travel Profile Options

Carrier, Hotel, Rental Car and other travel-related preferences.

### Change Password

Change your password.

### System Settings

Which time zone are you in? Do you prefer to use a 12 or 24-hour clock? When does your workday start/end?

### Contact Information

How can we contact you about your travel arrangements?

### Setup Travel Assistants

You can allow other people within your companies to book trips and enter expenses for you.

### Travel Vacation Reassignment

Going to be out of the office? Configure your backup travel manager.

### Concur Mobile Registration

Set up access to Concur on your mobile device

# Trip Approvals

All reservations for airfare, train, hotel, and rental car booked using the online booking tool are sent to your business office for review. The business office designee will have the opportunity to approve or reject the trip within the approval time window.

If the trip is not approved or rejected within 24 hours, the trip will automatically be approved.

1. Upon completing the booking, on the **Trip Confirmation** page, a message indicates that the booking is not completed until the trip is approved.

**Trip Confirmation**

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

After you complete this booking, it will be reserved; however, it will not be ticketed until it is either approved by your company or the ticketing deadline is about to expire.

**TRIP OVERVIEW**

Trip Name: Trip from Newark Liberty Intl Airport, Newark, NJ to Orlando Intl Airport, Orlando, FL  
Start Date: April 17, 2022  
End Date: April 22, 2022

2. You will also receive a **Preliminary Itinerary** email from Concur Travel. The trip is not finalized until it is approved.

Preliminary Itinerary:(WFN0X4) 03/14/2022

Concur Travel <TravelWizard@concur solutions.com>  
To Michael Philips

Wed 1/12/2022 12:56 PM

This sender TravelWizard@concur solutions.com is from outside your organization.  
If there are problems with how this message is displayed, click here to view it in a web browser.

EWR-SAN.ics 4 KB  
SAN-EWR.ics 4 KB

Outlook found new events

**Trip Overview**

Trip Name: Trip from Newark to San Diego  
Start Date: March 14, 2022  
End Date: March 23, 2022  
Created: January 12, 2022, Michael Philips (Modified: January 12, 2022)  
Description: (No Description Available)

3. While awaiting approval, the trip appears on the **Upcoming Trips** section of the Travel home page.

Trip Name/Description	Status	Start Date	End Date	Action
Trip from Newark to Orlando (MGPT73)	Trip will be approved automatically unless Michael Scott Philips rejects it before the deadline: 01/14/2022 04:21 pm Eastern	04/10/2022	04/15/2022	Cancel Trip

### When your trip is approved:

1. You will receive an email from Concur notifying you that the trip has been approved.

Your request 'Trip from Baltimore to Los Angeles' was approved.



Approval Queue <ApprovalDaemon@concur solutions.com>  
To ✓ Philips, Michael

**This is a notification only - no action is required.**

#### What is the status of my trip request?

Your request 'Trip from Baltimore to Los Angeles' was approved.

Approved on 2020 March 18, Wednesday at 12:02 am Eastern Time by: Michael Philips

Comments:

This is a system-generated email. Please do not reply.



- You will then receive your **Invoiced Direct2U Itinerary**; this will be your confirmation that the trip has been finalized.

Remove Attachment   Save All Attachments   Upload   Upload All Attachments   Select All   Show Message

**Invoiced Direct2U Itinerary for MICHAEL SCOTT PHILIPS on Mar 14, 2022 - Orlando**

R

Reply   Reply All   Forward   Ti   ...

**RUTGERSTRAVEL@DT.COM**  
 To Michael Philips; J. Michael Gower; Anne Gutsick  
 Cc Anne Gutsick

Sat 2/5/2022 4:33 PM

ⓘ This sender RUTGERSTRAVEL@DT.COM is from outside your organization.  
 ⓘ if there are problems with how this message is displayed, click here to view it in a web browser.

PDF 84665609.pdf  
103 KB

Outlook found new events

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## Your Direct Itinerary

Agency reference: **TNKSHU**

	Traveler Name	Client reference
	MICHAEL SCOTT PHILIPS	

**Thank you for choosing Direct Travel. Complete details for your trip are below. Please review this document and the trip details thoroughly. If a discrepancy exists please contact us within 24 hours of receipt. Government issued photo I.D. is required for all travel and the name on your photo I.D. must match the name on your ticket.**

SHOULD YOU REQUIRE ASSISTANCE PLEASE CALL 888-818-1067

Itinerary summary			
	From / To	Flight / Provider	Departure / Arrival
Flight	Mon Mar 14, 2022 Baltimore/Washington(BWI) - Orlando(MCO)	Southwest Airlines WN2630	5:25 PM-7:45 PM <a href="#">Check in</a>
Flight	Fri Mar 18, 2022 Orlando(MCO) - Baltimore/Washington(BWI)	Southwest Airlines WN4194	10:35 AM-12:50 PM <a href="#">Check in</a>


**Quick Links**



- ▶ [Passport & Visa Requirements](#)
- ▶ [Airport Status](#)
- ▶ [Weather](#)
- ▶ [Currency](#)

## If your trip is rejected by your approver:


1. You will receive an email from Concur notifying you that the trip has been rejected.

Your request 'Trip from Newark Liberty Intl Airport, Newark, NJ to Orlando Intl Airport, Orlando, FL' was rejected.

 Approval Queue <ApprovalDaemon@concur.com>  
To Michael Philips

[Reply](#) [Reply All](#) [Forward](#)  

Thu 1/13/2022 2:05 PM

 This sender ApprovalDaemon@concur.com is from outside your organization.

**This is a notification only - no action is required.**

**What is the status of my trip request?**  
Your request 'Trip from Newark Liberty Intl Airport, Newark, NJ to Orlando Intl Airport, Orlando, FL' was rejected.  
Rejected via email on Thursday, January 13, 2022 at 02:05 pm Eastern Time by: Michael Philips

**What do I need to do?**  
You can access this request via the web site and resubmit the request or withdraw it.

This is a system-generated email. Please do not reply.

2. The trip will display a **Rejected** status on the **Upcoming Trips** tab of the Travel home page.

**Note:** Any questions regarding rejected trips should be directed to your Approver.

Trip Name/Description	Status	Start Date	End Date	Action
Trip from BAL to STM (UZEIGR) <i>TEST Booking</i>	Ticketed	05/11/2020	05/11/2020	Cancel Trip   Expense Trip
Trip from BOS to RVR (AGOFXT)	Ticketed	06/16/2020	06/16/2020	Cancel Trip   Expense Trip
Trip from BWI to NYP (CYZGKL)	Ticketed	07/14/2020	07/14/2020	Cancel Trip   Expense Trip
Trip from Baltimore to Atlanta (MNIUWA)	<b>Rejected</b>	08/11/2020	08/11/2020	

- From the **Upcoming Trips** tab of the Travel page, click the **Trip Name/Description** to review the **Rejected Request** window. You can click **Resubmit** or **Withdraw Request**.

When resubmitting a previously rejected trip, the original approval deadline and ticketing time limit still applies.

Rejected Request - Google Chrome

concur.solutions.com/rejected.asp?transactionid=&tripid=gWinE\$P\$P01mmrD\$s3sLWgmMIF3GuiET...

SAP Concur Sign Out

### Rejected Request

**Itinerary Rule Triggered**

This trip will be sent to your business office for approval. - Require Passive Approval  
Please select a reason why your itinerary does not include a hotel. - Log For Reports  
Reminder: All hotel reservations should be made using Concur or by contacting Direct Travel. Exceptions are only made for hotel bookings associated with conference/convention room blocks and Airbnb.  
- Display Inline

**Reason Code:**  
HNC - Hotel booked directly through conference/event

**Booker Comments**

Item Name:	Trip from Newark to Orlando
Trip Description	No description
Meeting Name	
Submitted By:	Michael Philips
Submitted on:	Thursday, January 13, 2022 04:58 pm Eastern Time
Last Ticket Date:	Friday, January 14, 2022 11:55 pm Eastern Time
Business Purpose (Conference, Research, Donor Visit, Etc.)	Traveling for XYZ Annual Conference
Will charges for this trip be allocated to your default Unit/Division/Department?	Not Specified
Is this trip grant funded or being charged to a project?	Yes
Project	805967
Task	800

**Approval Status/History:** Rejected by Michael Philips on Thursday, January 13, 2022 05:08 pm Eastern time.

**History/Notes:** Request Created on Thursday, January 13, 2022 at 04:57 PM Eastern time by Michael Scott Philips.

**Flight segment Air Segment added on Thursday, January 13, 2022 at 04:57 PM Eastern time.**  
No rules were broken.

This itinerary violates one or more rules. The broken rules have been logged.  
The itinerary has still been reserved. The trip will be approved unless the travel approver rejects it.

Email has been sent - michael.philips@rutgers.edu

Rejected on Thursday, January 13, 2022 at 05:08 pm Eastern Time by: Michael Scott Philips  
Comments: Funding is not authorized for this type of travel.

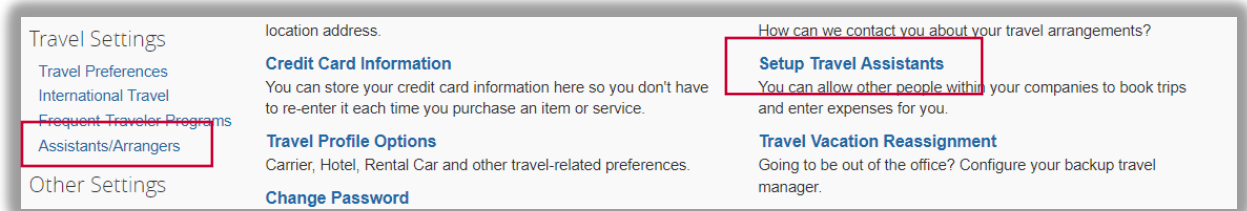
Resubmit Withdraw Request Cancel

# Travel Arrangers and Assistants

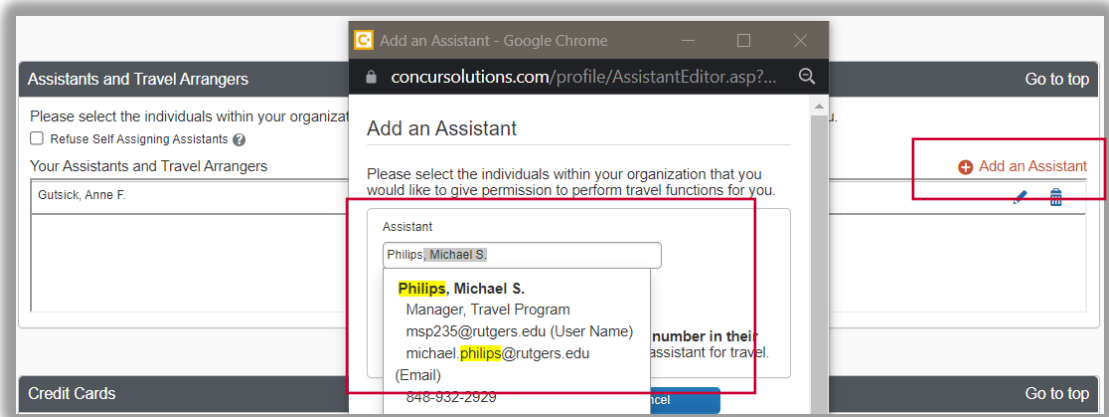
The following steps outline the processes for adding an assistant or arranger to view and modify your profile or to book travel and trips on your behalf; booking as an assistant for someone who has added you as an assistant or arranger; and booking using the **Book for a guest** function for non-profiled travelers (candidates, guest speakers, visitors, etc.).

## To add or change an assistant or travel arranger:

1. Click **Profile > Profile Settings > Setup Travel Assistants** in the Profile Options section, or **Assistants/Arrangers** in the **Travel Settings** section of the left-side menu).



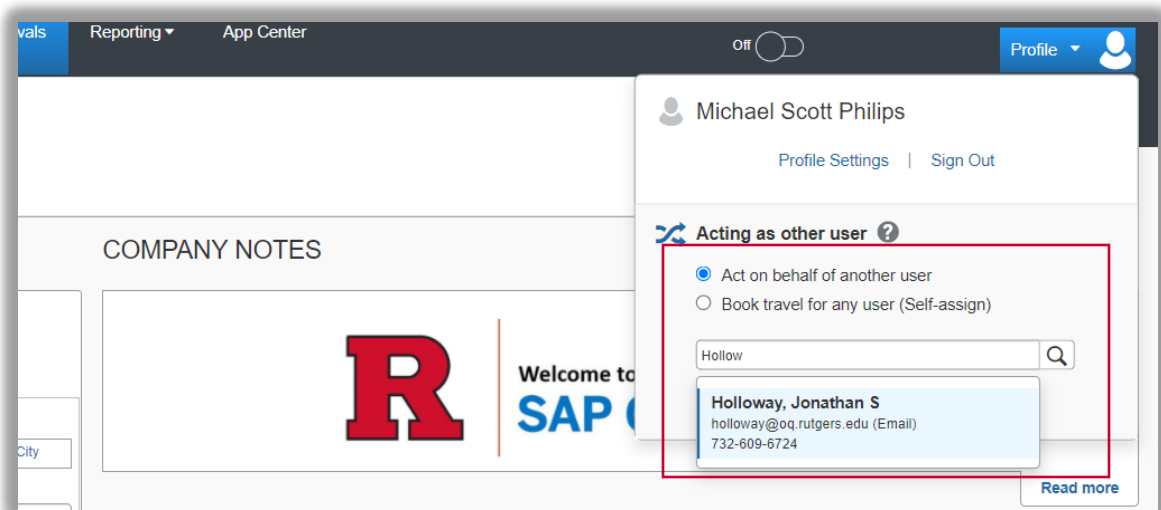
2. Click **Add an Assistant** to search for your assistant's last name. Use the following format: **LastName FirstName** (no comma), for example: Smith June. A list appears.



3. Select the desired assistant from the search results.
4. Click **Save**.

**To book on behalf of someone who has added you as an assistant or travel arranger:**

1. Click **Profile** > search for your traveler in the search box under **Act on behalf of another user**. Use the following format: **LastName FirstName** (no comma), for example: Smith June.
2. Select the desired traveler from the search results.
3. Click **Start Session**.



4. You are now acting on behalf of the selected traveler. Review the [Table of Contents](#) in this document for subsequent steps for booking travel.

**To book for non-profiled travelers (candidates, guest speakers, visitors, etc.):**

1. Click **Book for a guest** under TRIP SEARCH and continue the booking process.

**RUTGERS**  
Hello, Michael

**TRIP SEARCH**

Booking for myself | **Book for a guest**

✈️ 🚗 🏠 🚆

**Mixed Flight/Train Search**

Round Trip | One Way | Multi City

From ⓘ  
Departure city, airport or train station  
Find an airport | Select multiple airports

To ⓘ  
Arrival city, airport or train station  
Find an airport | Select multiple airports

Depart ⓘ  
depart | 09:00 am | +5

Not everyone has the **Book for a guest** option. If you feel that you need this access, please contact [RUTRavel@finance.rutgers.edu](mailto:RUTRavel@finance.rutgers.edu).

2. You will be asked to enter traveler information during subsequent steps.

**Guest Traveler**

Title \*    Legal First Name \*    Middle Name (on ID) \*    Legal Last Name \*

Legal First Name:  Middle Name (on ID):   No Middle Name    Legal Last Name:

Gender \*    Date Of Birth \*

Gender: Select    Date Of Birth:

Known Traveler Number ⓘ    DHS Redress No. ⓘ

Known Traveler Number:     DHS Redress No.:

Phone \*    Email \*

Phone:     Email:

**Frequent Flyer Programs**

For United

United

# Contact Information

For changes, cancellations, or questions about your trip, please contact Direct Travel.

Email: [RutgersTravel@dt.com](mailto:RutgersTravel@dt.com)

Phone: 1-888-818-1067

Email is monitored Monday through Friday, 8:00 am-5:00 pm Eastern, excluding holidays. Phone service is available 24/7.

For questions or assistance with the Rutgers Online Booking Tool, please contact the Rutgers Travel and Expense Department in University Procurement Services.

Email: [RUTravel@finance.rutgers.edu](mailto:RUTravel@finance.rutgers.edu)

