RUTGERS
THE STATE UNIVERSITY
OF NEW JERSEY

Rutgers Travel Services
Online Booking Tool and Mobile App

Travel Booking Guide

Version 1.1

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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.

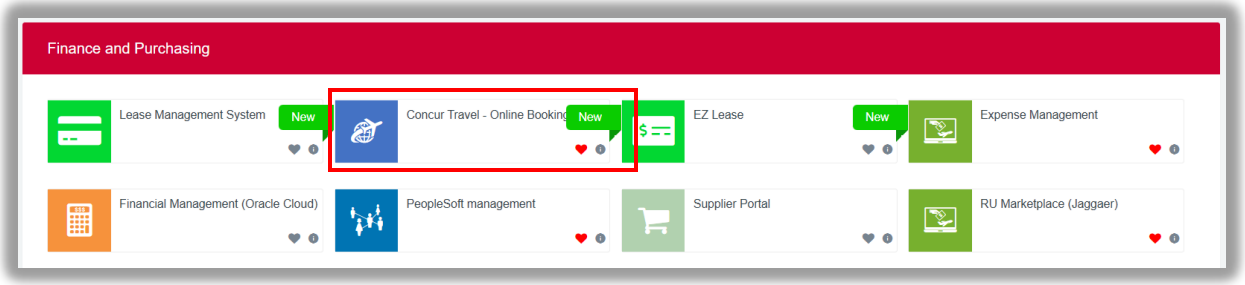
Accessing the Rutgers Online Booking Tool (SAP Concur)

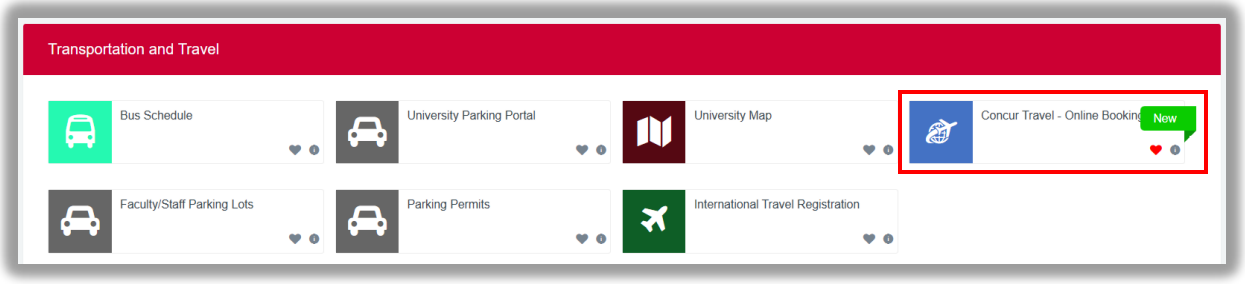
You are not required to take any action to create your traveler account. Accounts are created automatically via an import file from Rutgers University's Human Resources database.

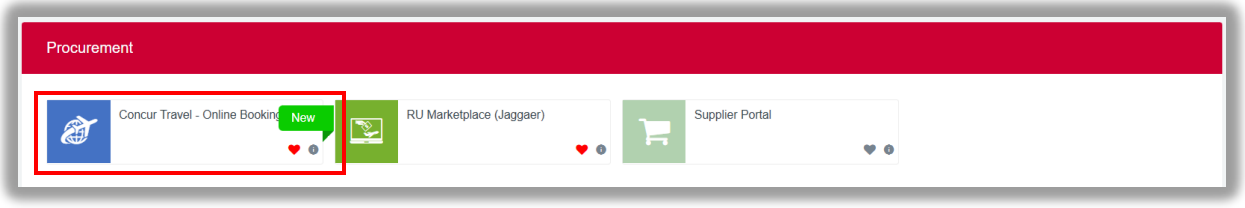
To access the online booking tool, go to the myRutgers Portal, click the My Apps tab, and click the Rutgers Online Booking Tool tile.

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 if you are not logged into the site automatically through single sign-on.







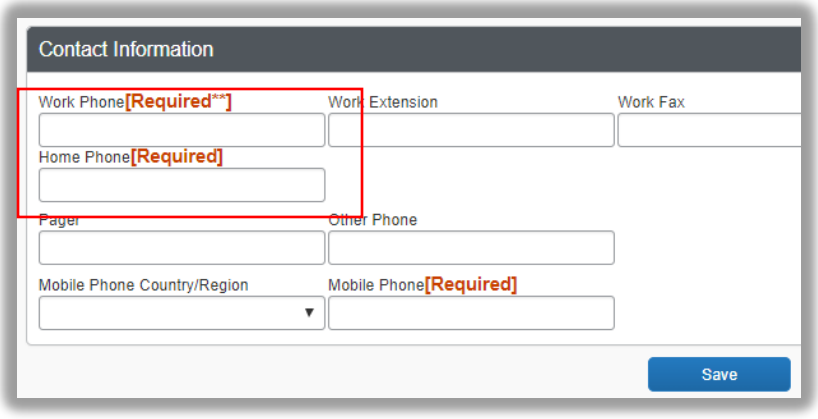
Establish/Update Your Traveler Profile

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)

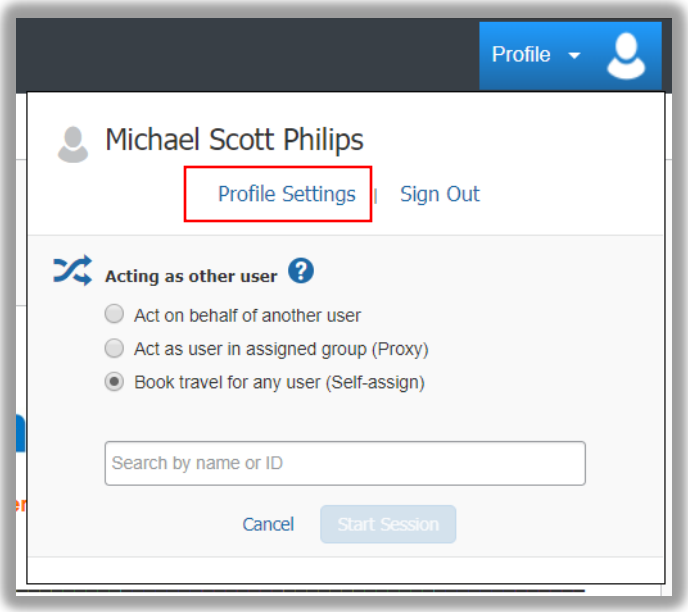
All profile fields marked **[Required]** must be completed to save your profile. Those fields include: your full name as it appears on your government-issued ID; work, home, and mobile phone numbers; gender as it appears on your government-issued ID, and date of birth.



If you have questions related to any of the fields on the profile page, contact RUTravel@finance.rutgers.edu.

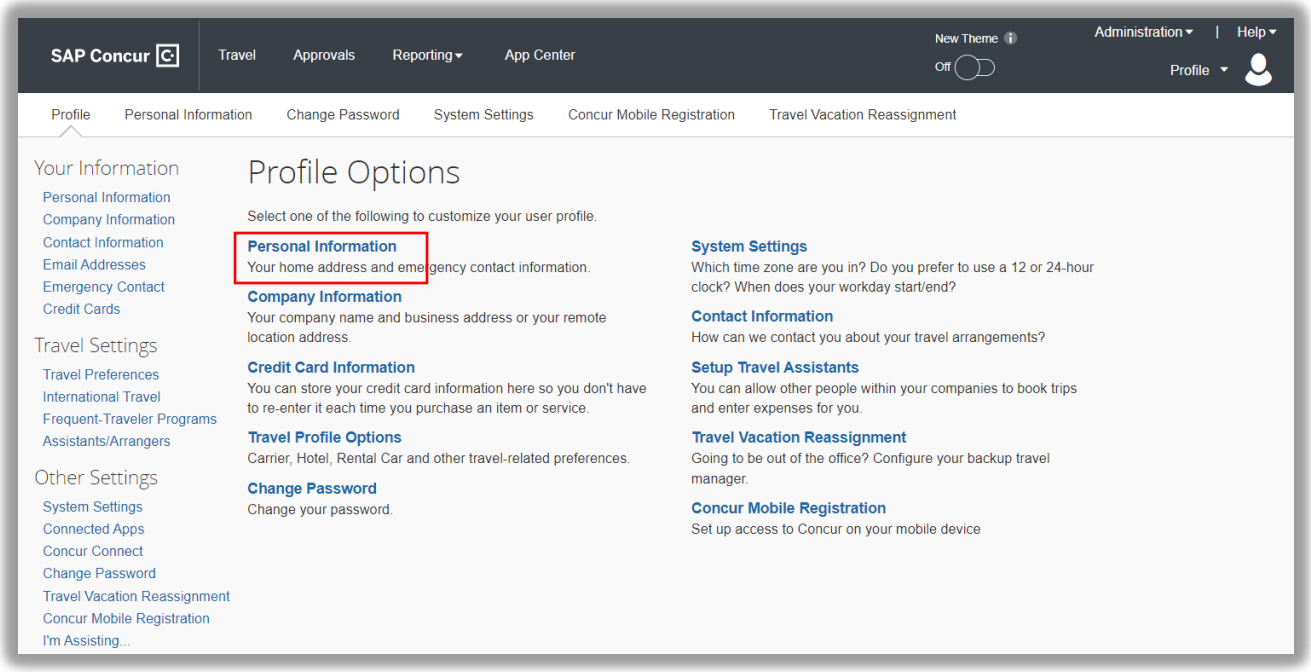
To access your profile information:

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.

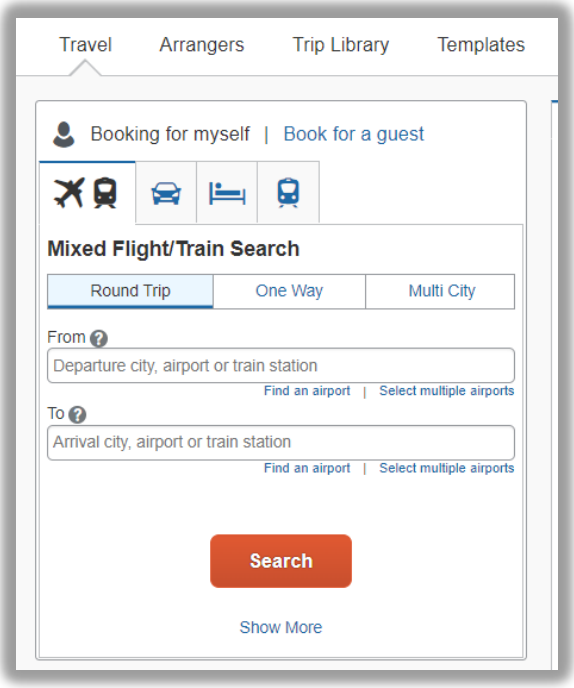
The **Personal Information** link is where you will find the **[Required]** fields that must be completed prior to booking travel.



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.



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.

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.

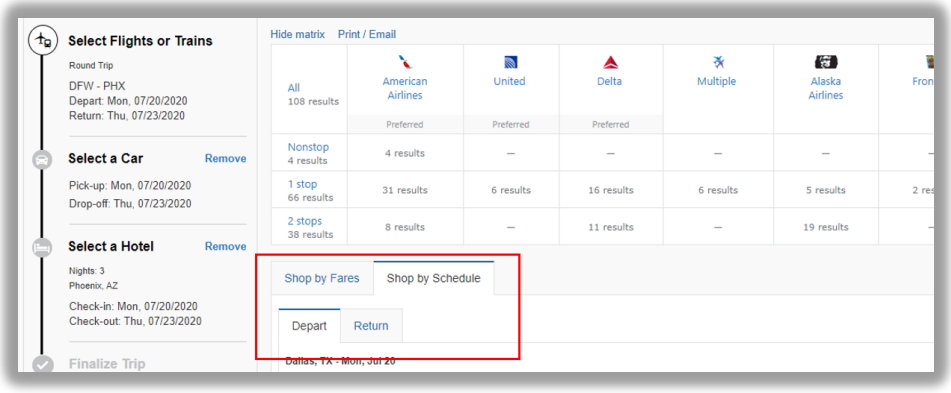
Before booking, canceling, or changing your hotel reservation, verify the hotel's cancellation policy.

Step 2: Select a flight

On the **Flight Search** results page:

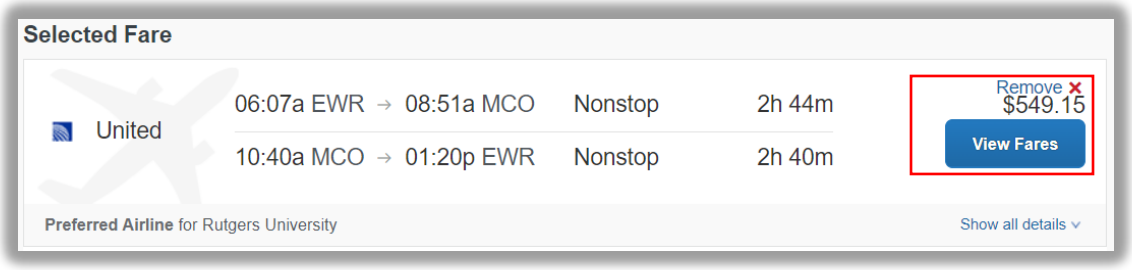
1. The default search setting is to **Search by Schedule**. When this option is selected, the **Depart** tab is initially active and departure flights are sorted in order of departure time. Once a departure flight is selected, the **Return** tab is active and return flights are sorted in order of departure 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.

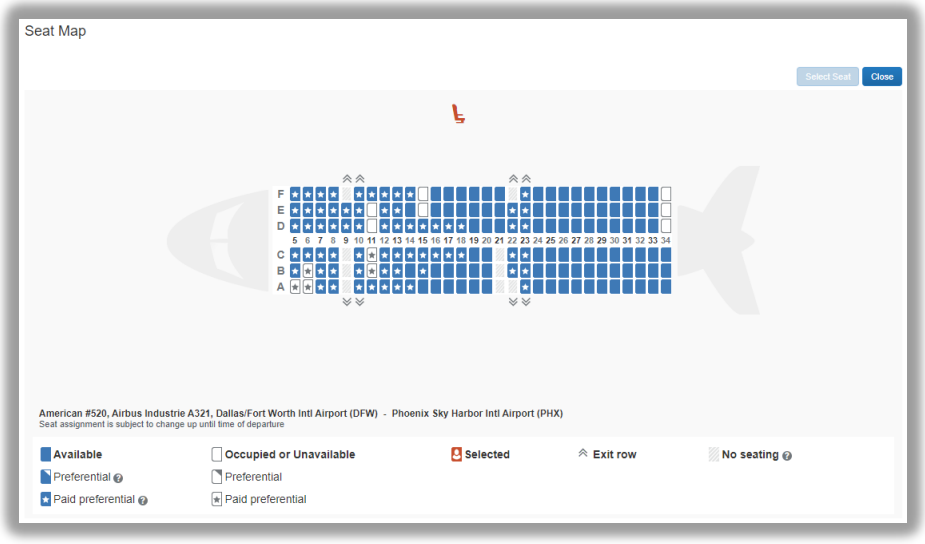
3. Once flights are selected, click the **View Fares** button and select the appropriate fare to continue.



4. On the **Review and Reserve Flight** page, review the flight details for your trip.

5. 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.



6. Click **Reserve Flight and Continue.**

Step 3: Select a rental car

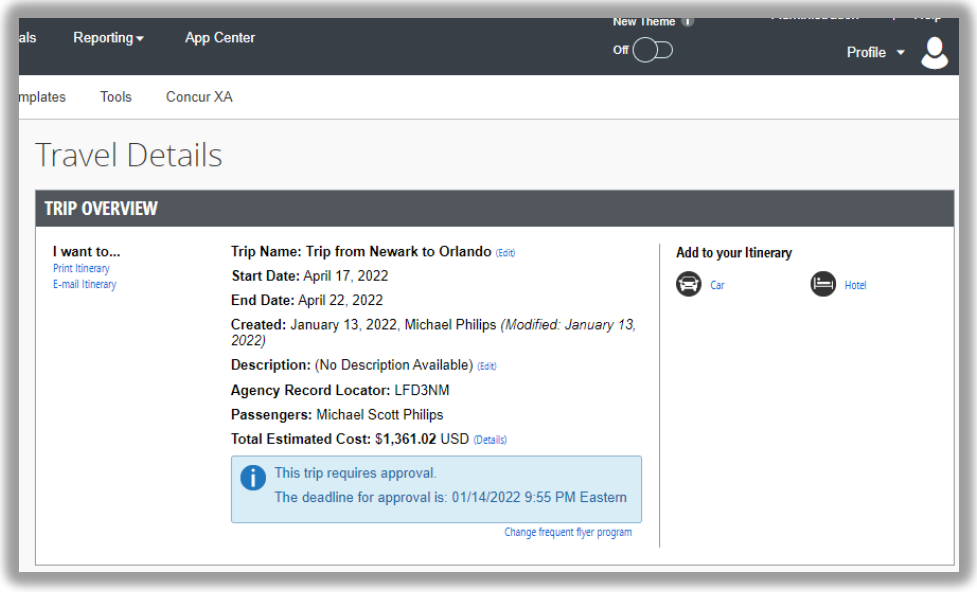
If you requested a rental car on the **Air/Rail Search**, the rental car search results appear. For information about booking a rental car, see **Booking a Rental Car.**

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)

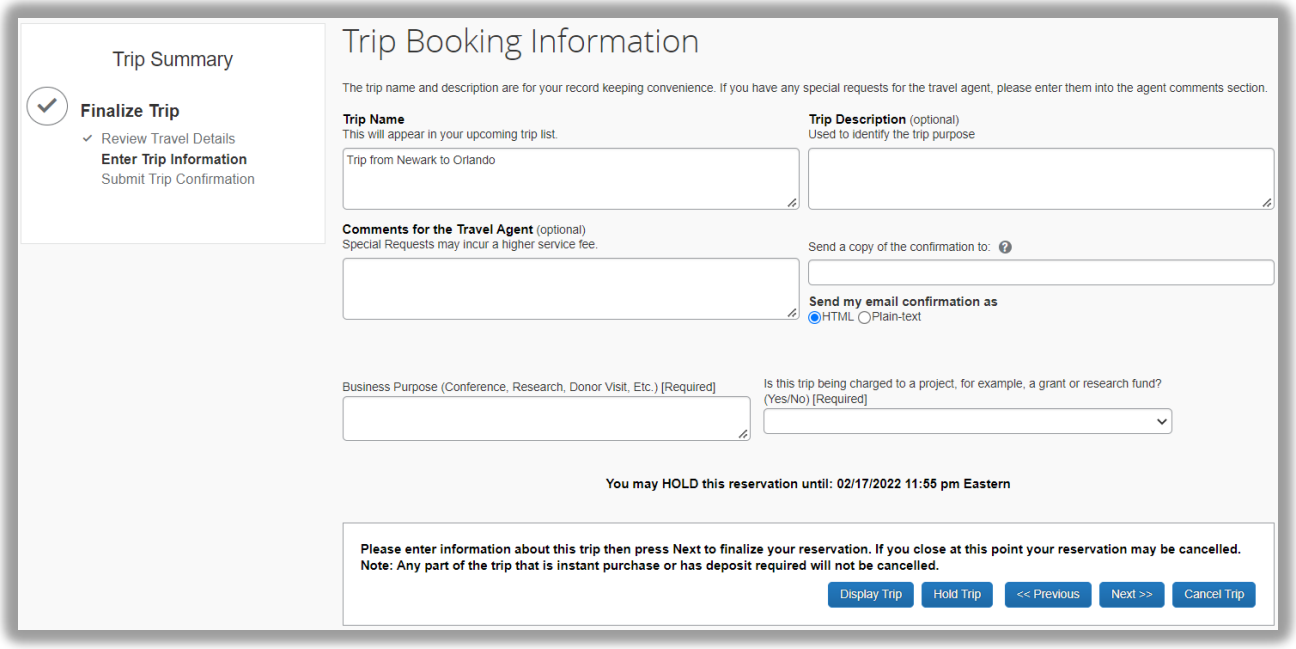
1. On the **Travel Details** page, review and change your itinerary, if necessary.
2. In the **Trip Overview** section:
    - Review the information for accuracy.
    - In the **I want to** section, print or email your itinerary as appropriate.
    - In the **Add to your Itinerary** section, add a car,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



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.

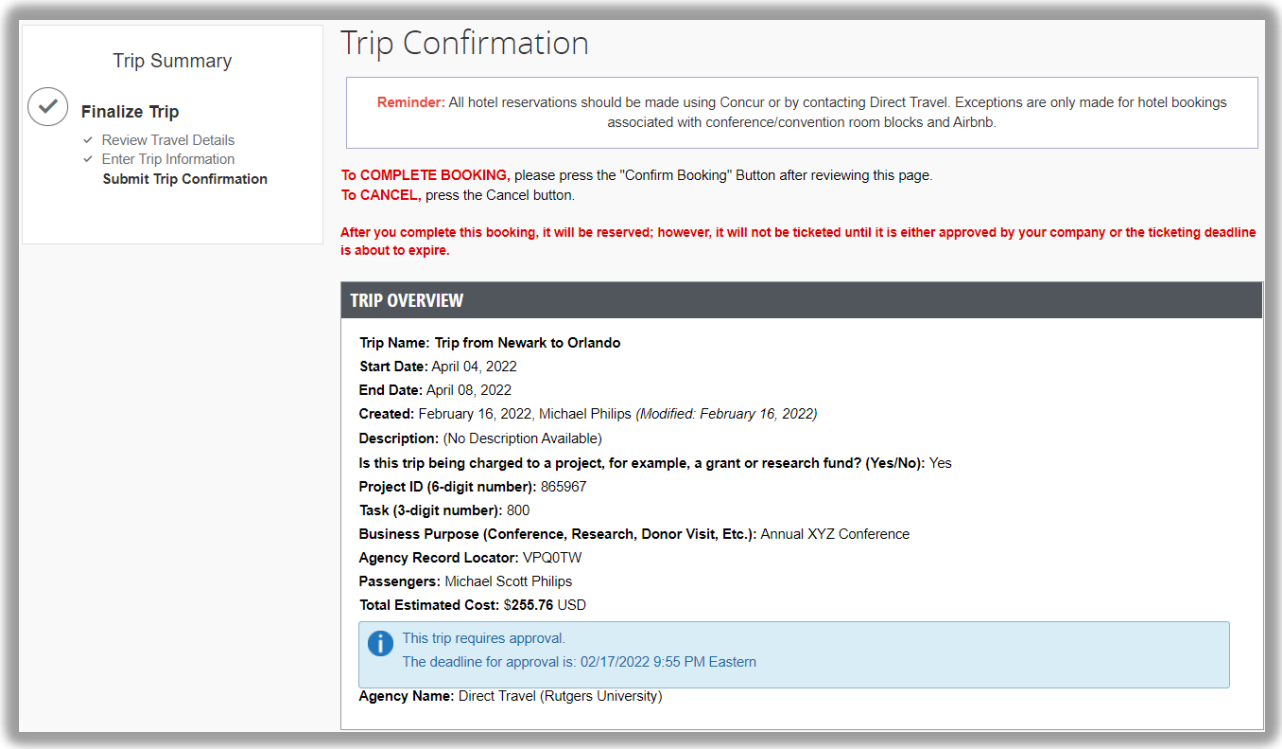
6. Answer **Is this trip grant funded or being charged to a project?** If your trip is grant funded or being charged to a project, select **Yes**. Enter the associated 6-digit Project number and 3-digit Task number, then skip to step 8 below. If you select **No**, skip to step 7 below.

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.

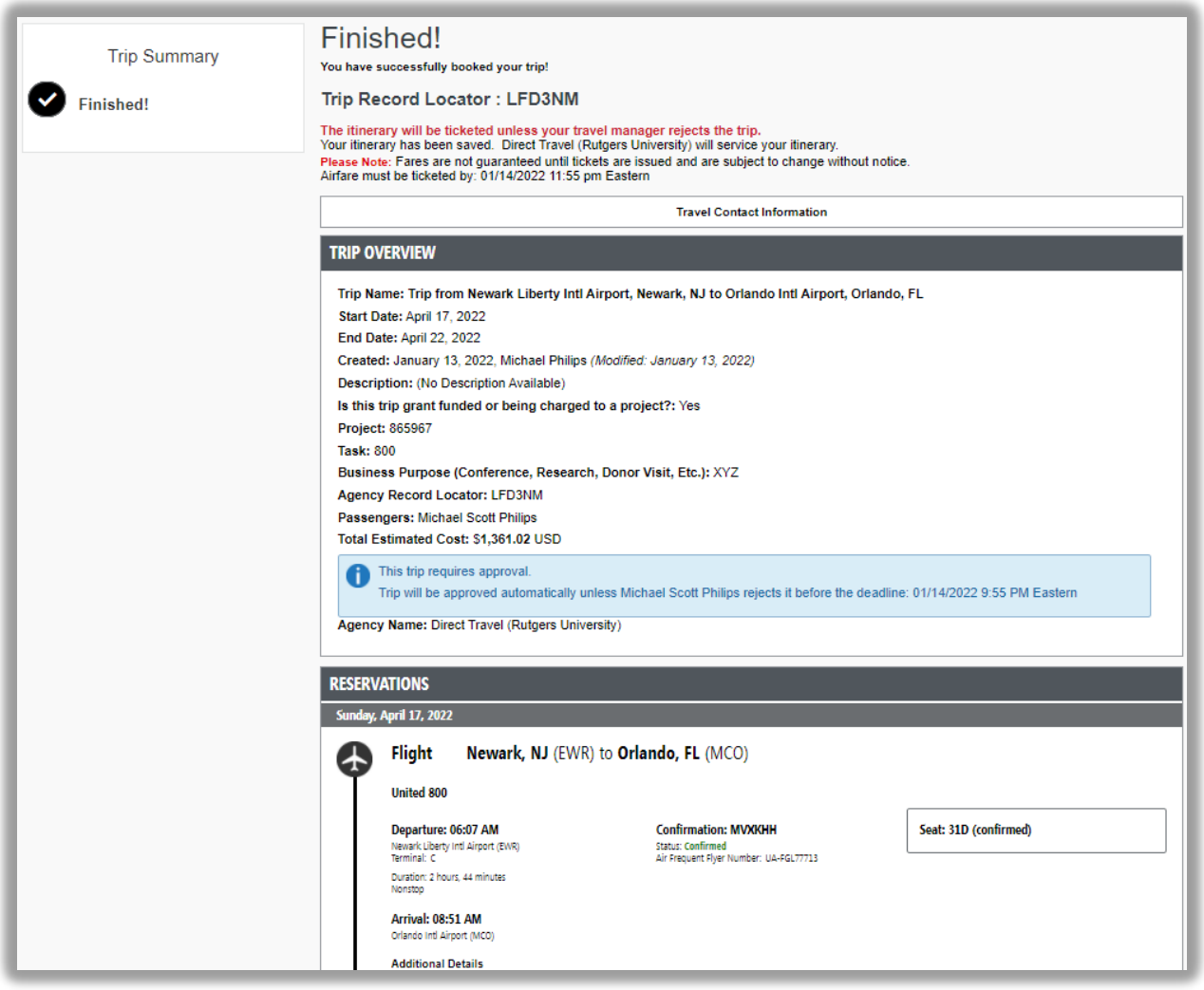


Step 7: Purchase the ticket

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.

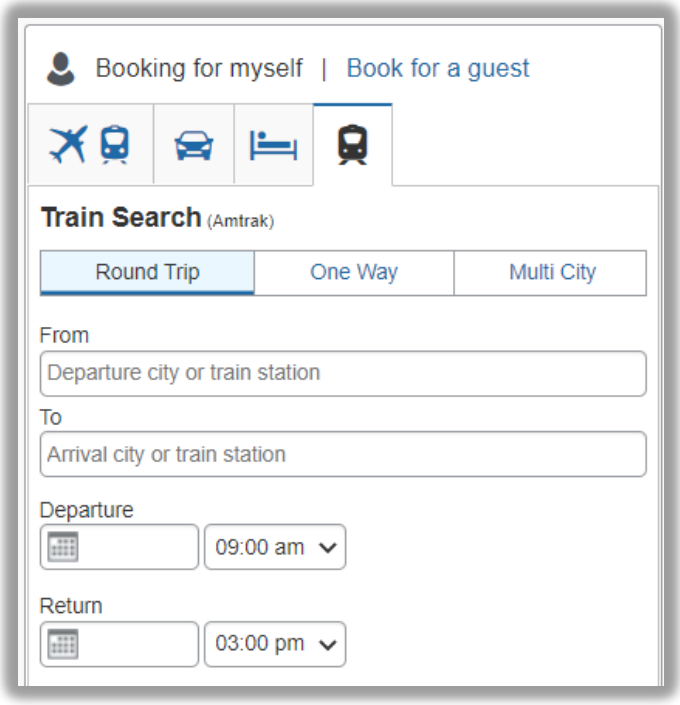
Review the Trip Approvals section of this user guide for more information regarding the approval process.



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.



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 for assistance.

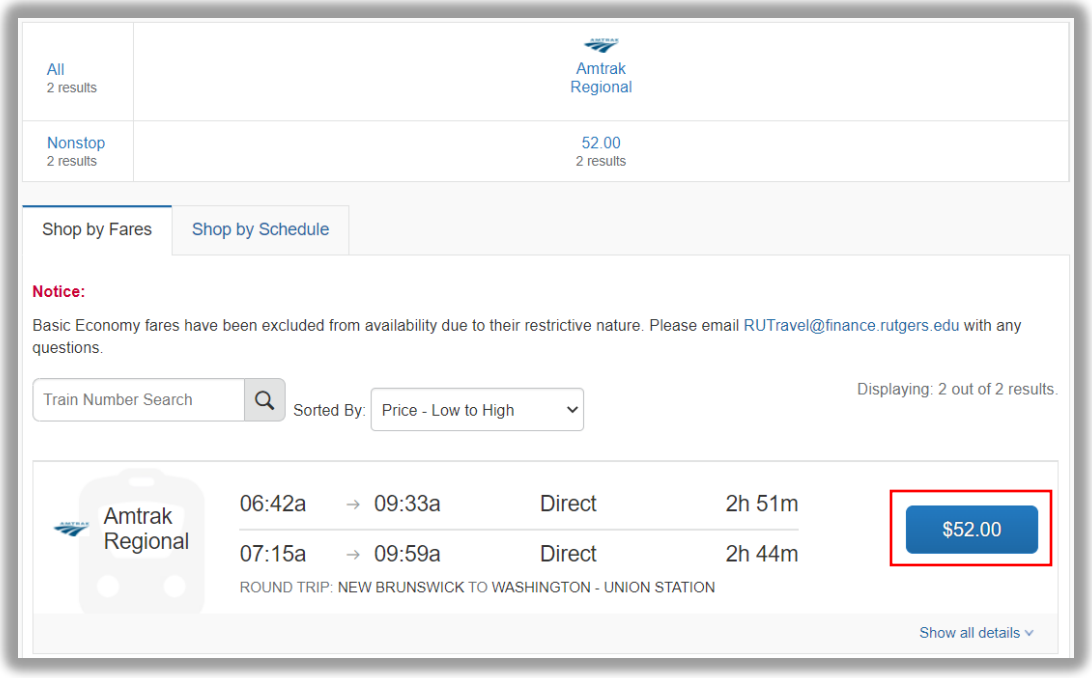
Step 2: Select a train

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.



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.

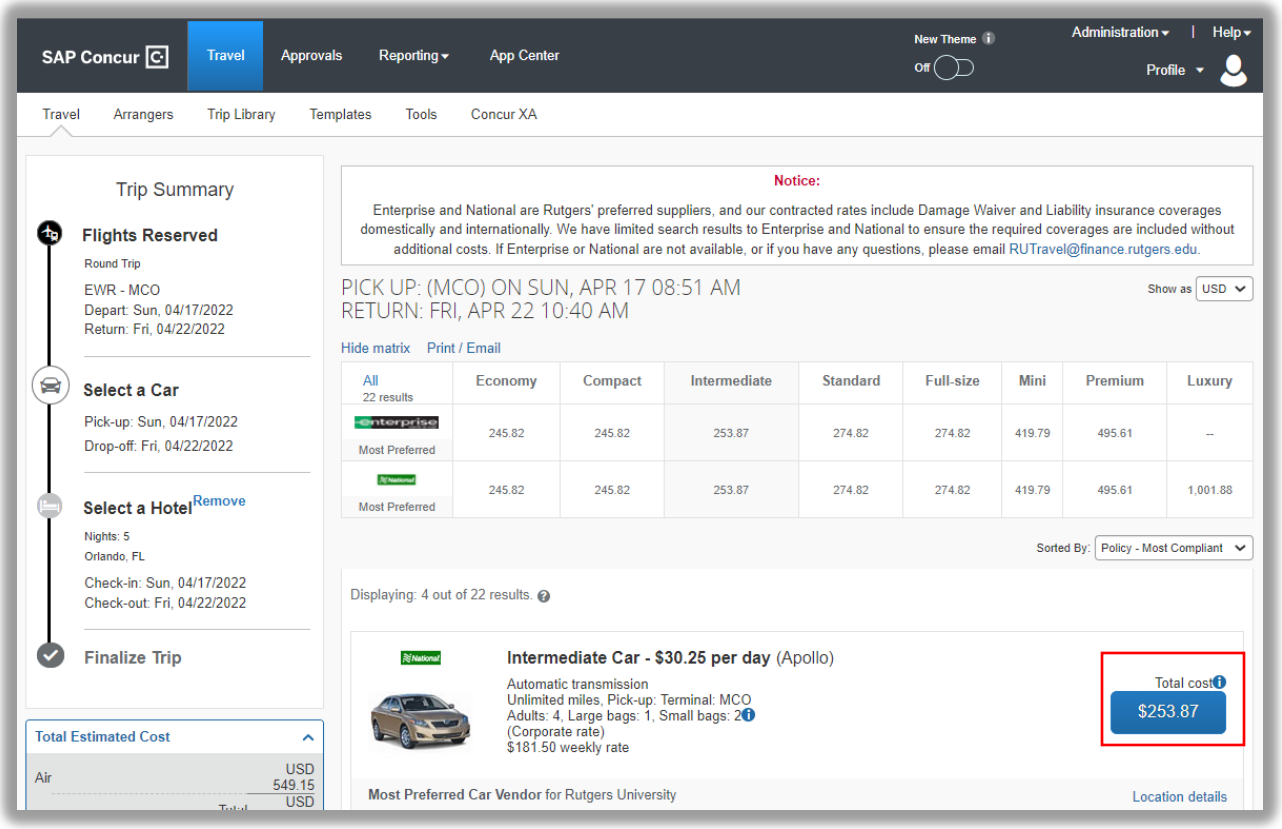
2. Click the picture of the car (if available) to see a larger picture as well as passenger and luggage capacity.

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.



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.

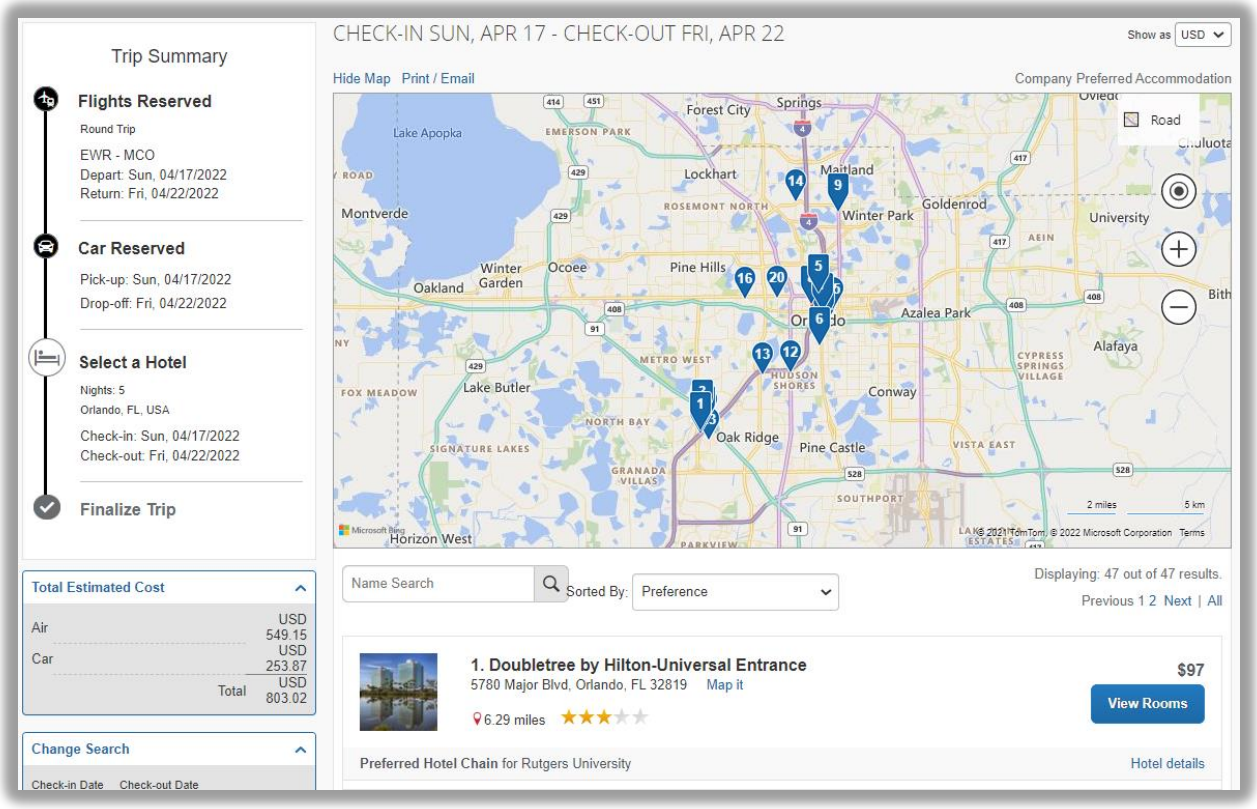
6. Click **Search.** The hotel search results appear.

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

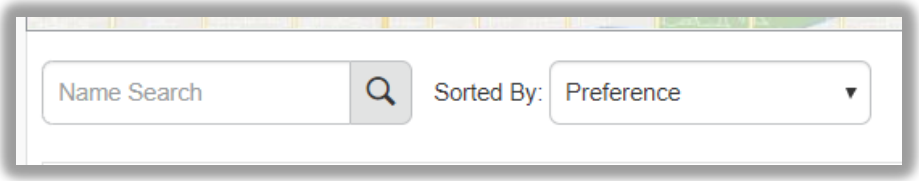
Click any blue icon to see specific hotel information. Use your mouse to zoom, and move the map, as needed.

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



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.**

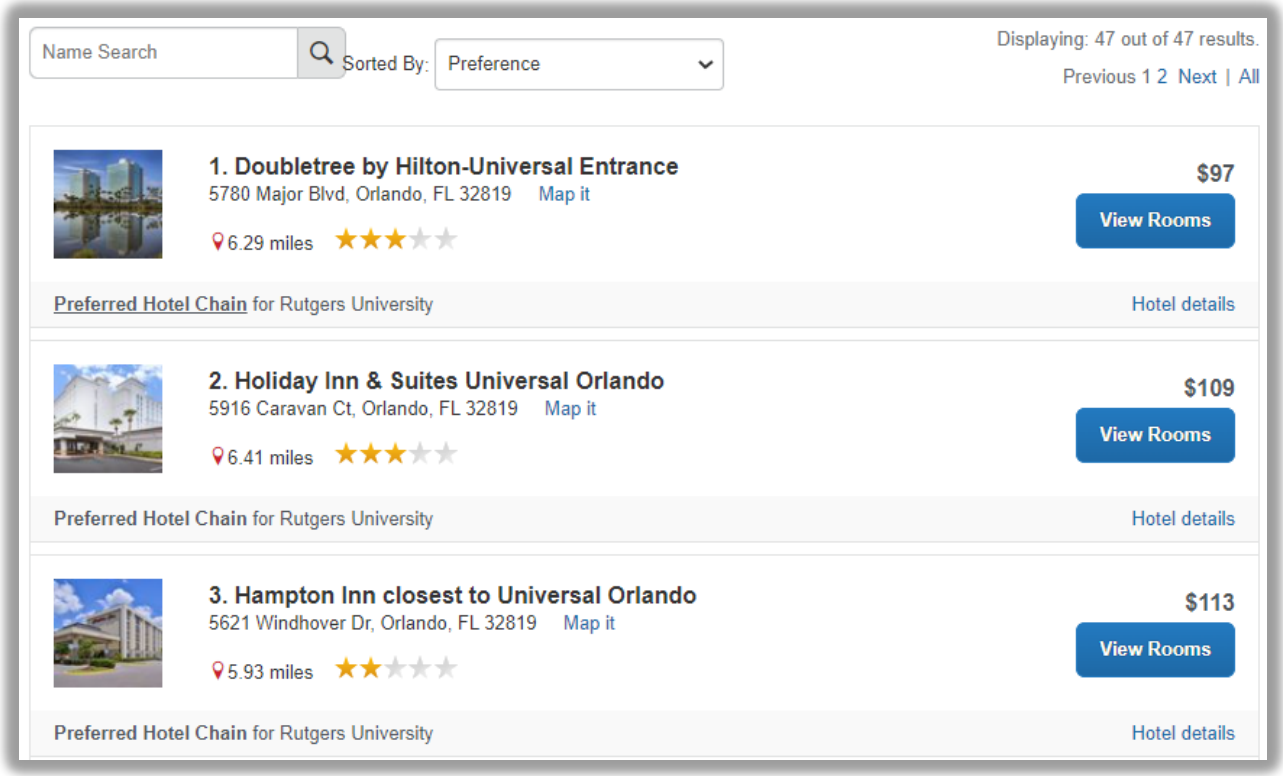
Step 4: View the results

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



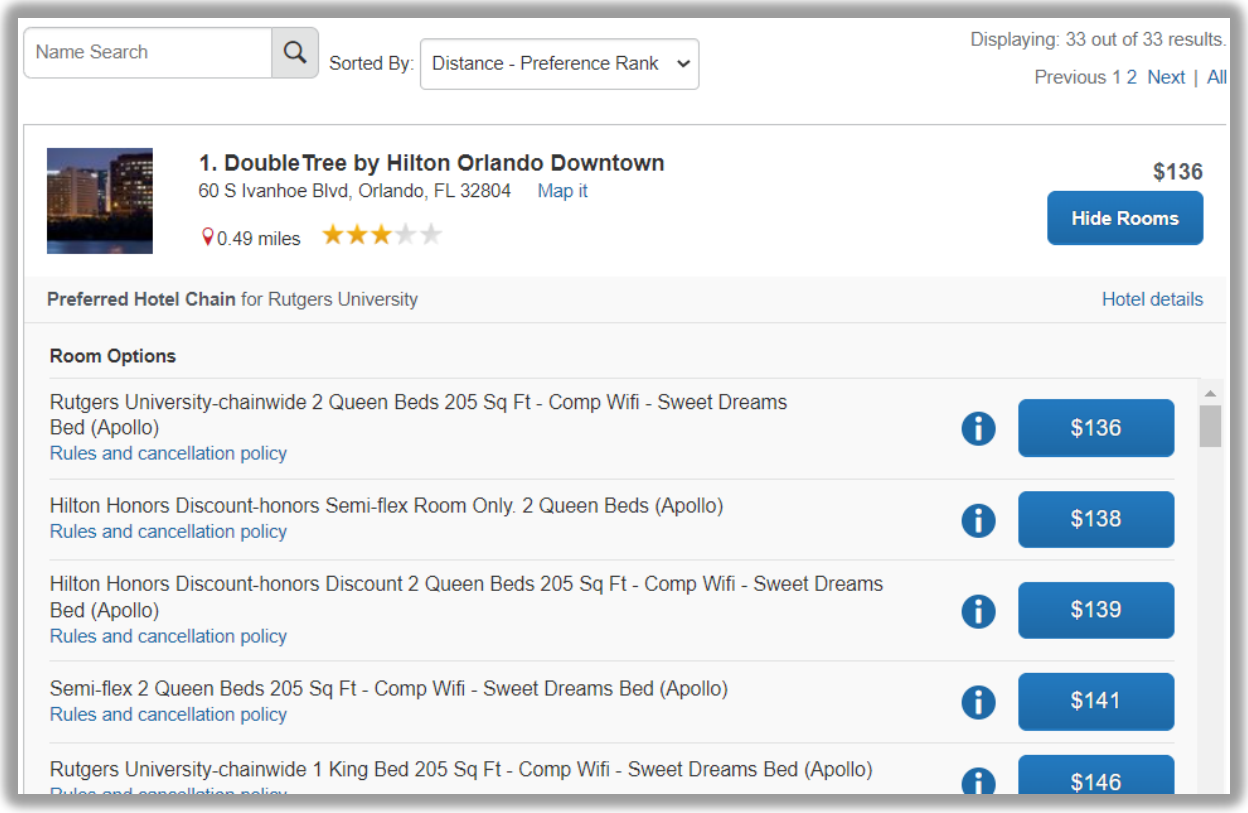
Step 5: Select the hotel room

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.



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 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.

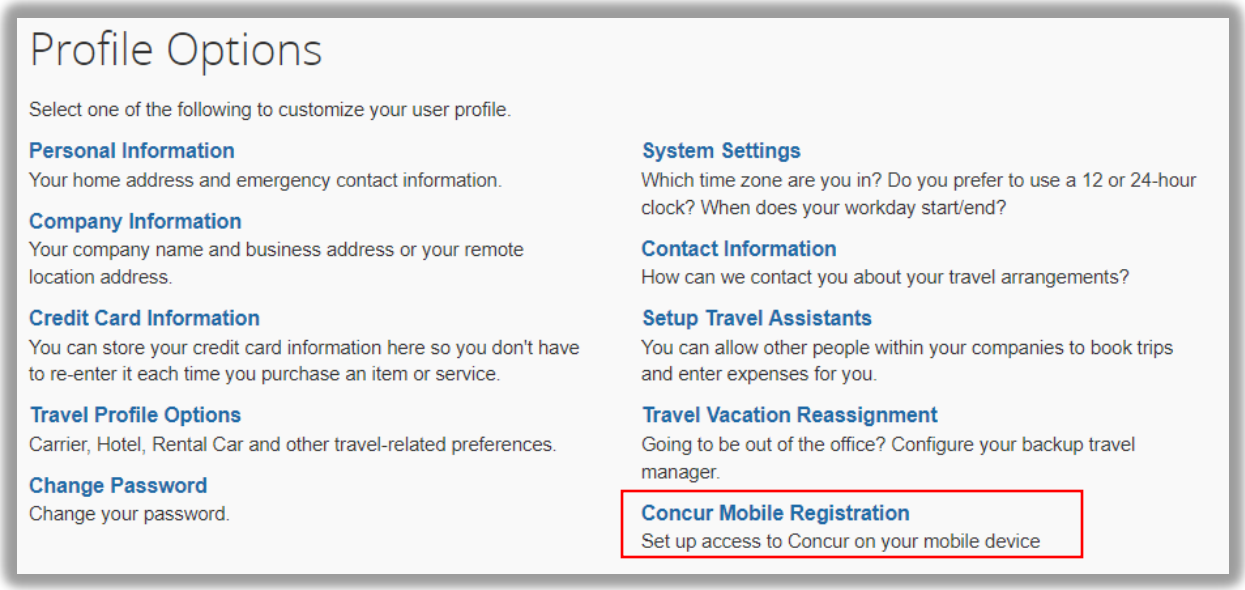
2. Log in by entering your Username and selecting the **Sign in with Rutgers_SSO** option. Your Username is your NetID + @rutgers.edu; for example, if your Net ID is 'abc123', your SAP Concur Mobile Username is abc123@rutgers.edu

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.**

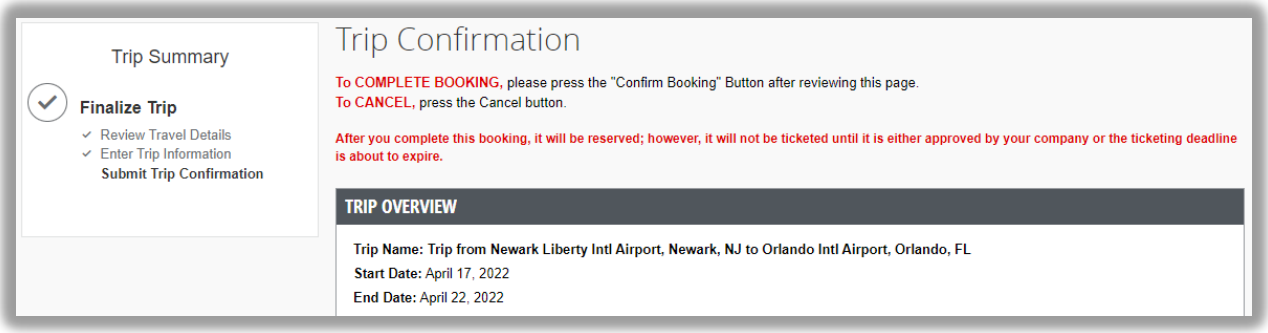


Trip Approvals

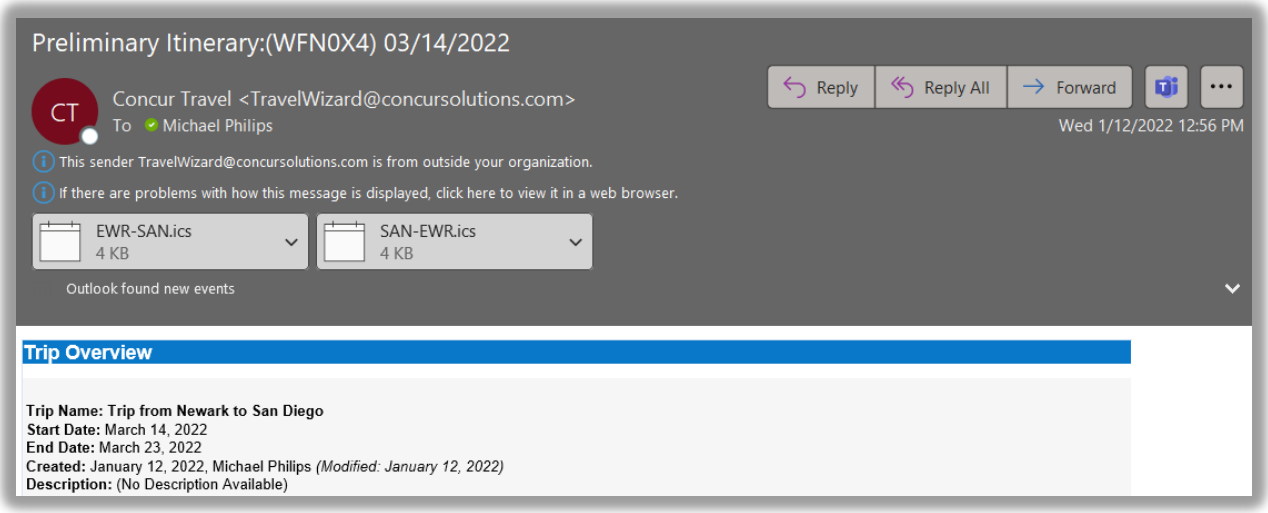
All reservations for airfare, train, hotel, and rental car booked using the online booking tool are sent to your business office for review. The business office designee will have the opportunity to approve or reject the trip within the approval time window.

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

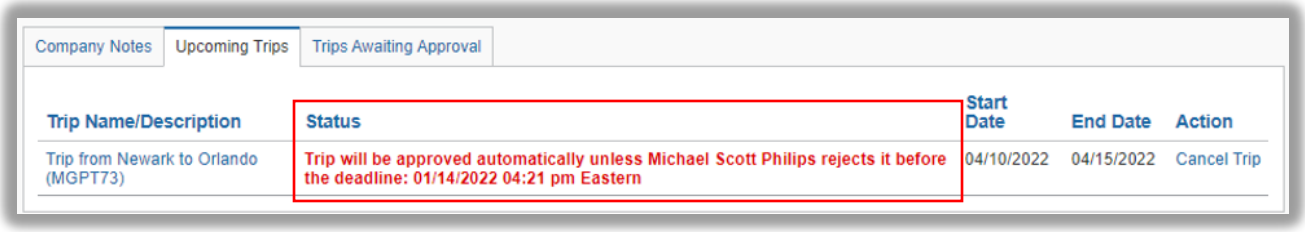
1. Upon completing the booking, on the **Trip Confirmation** page, a message indicates that the booking is not completed until the trip is approved.



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

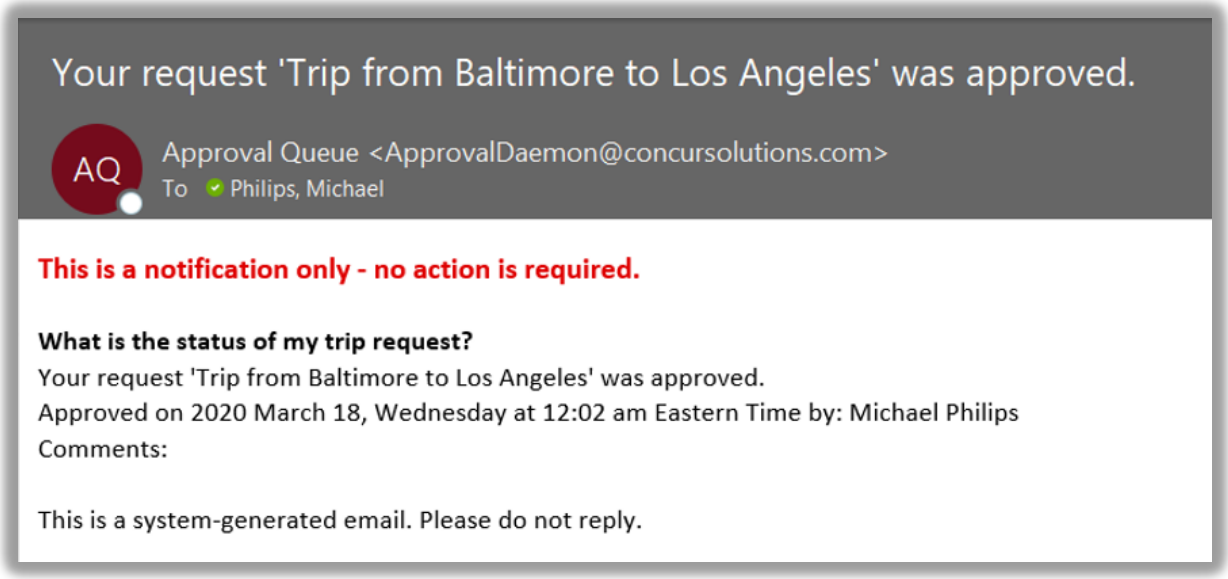


3. While awaiting approval, the trip appears on the **Upcoming Trips** section of the Travel home page.

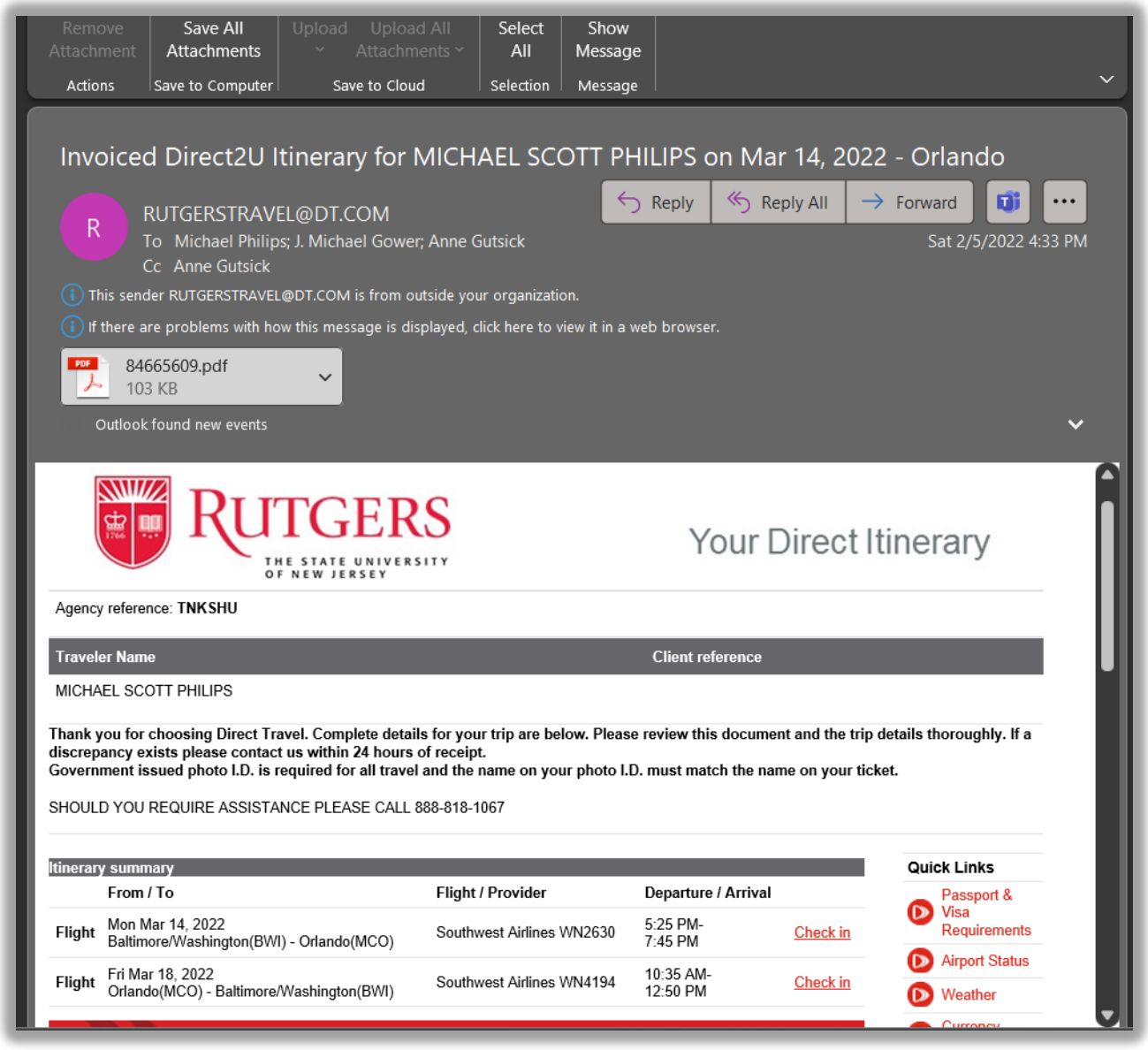


When your trip is approved:

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

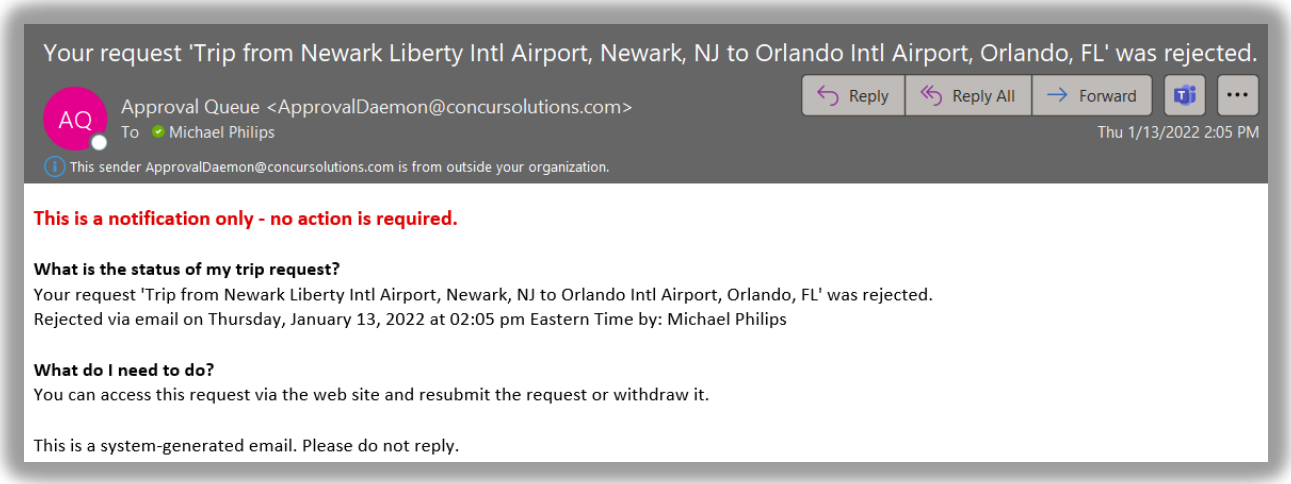


2. You will then receive your **Invoiced Direct2U Itinerary**; this will be your confirmation that the trip has been finalized.



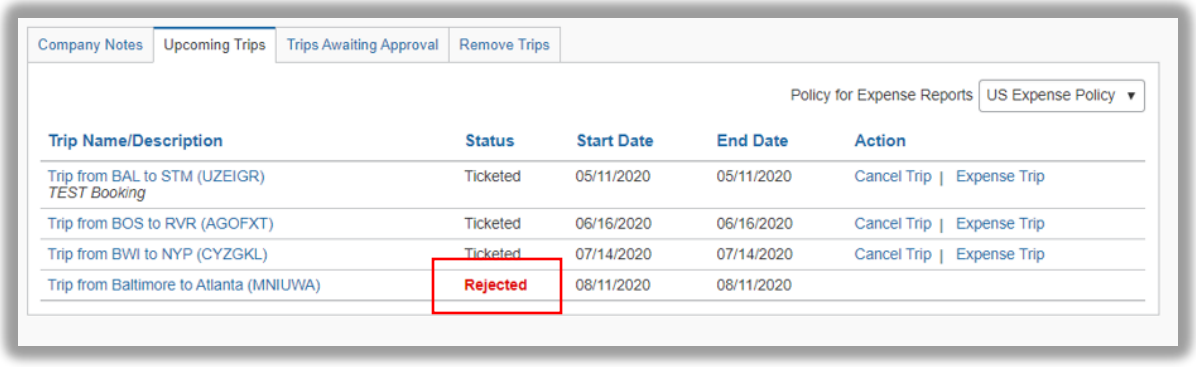
If your trip is rejected by your approver:

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



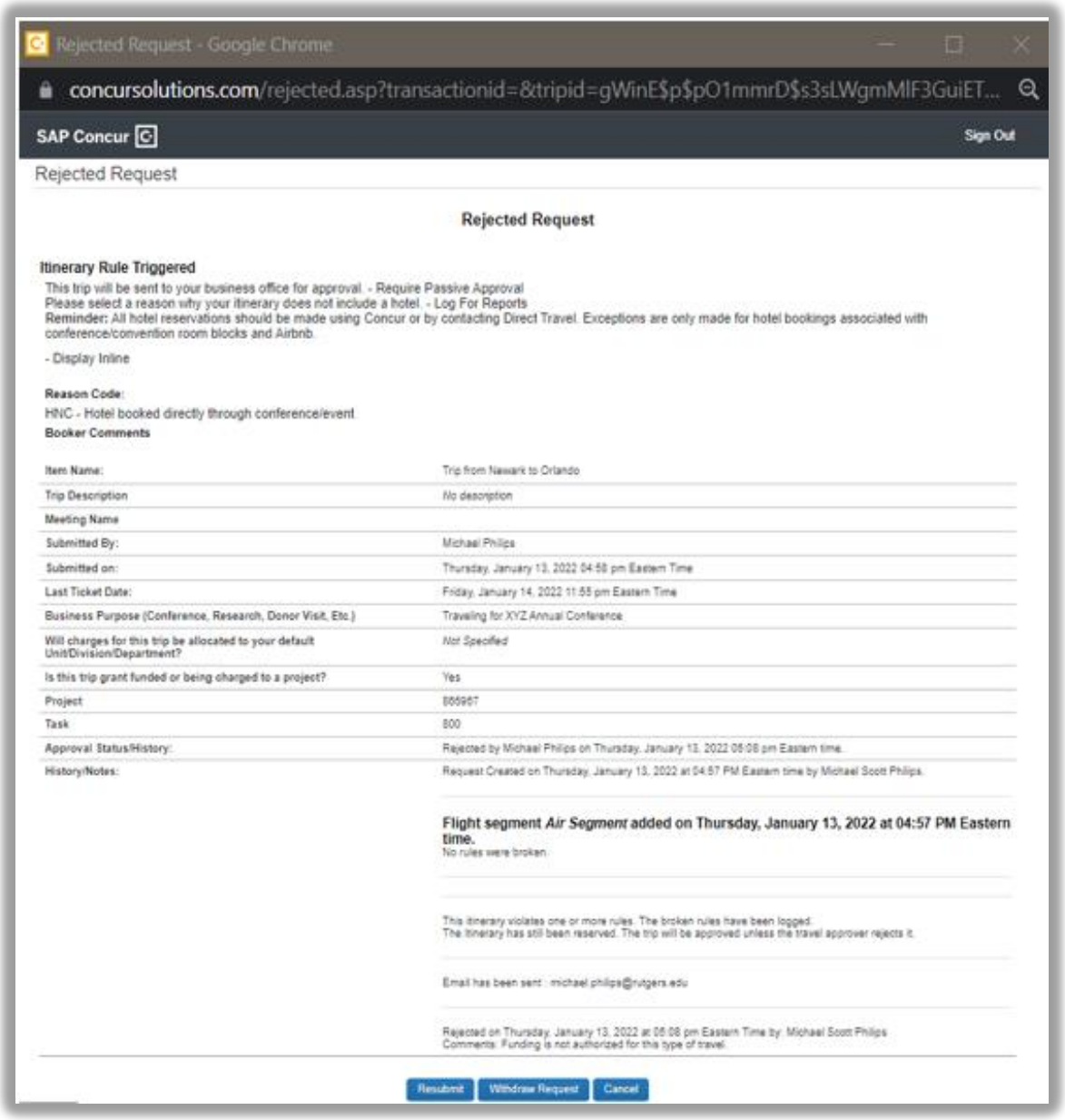
2. The trip will display a **Rejected** status on the **Upcoming Trips** tab of the Travel home page.

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



3. 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.

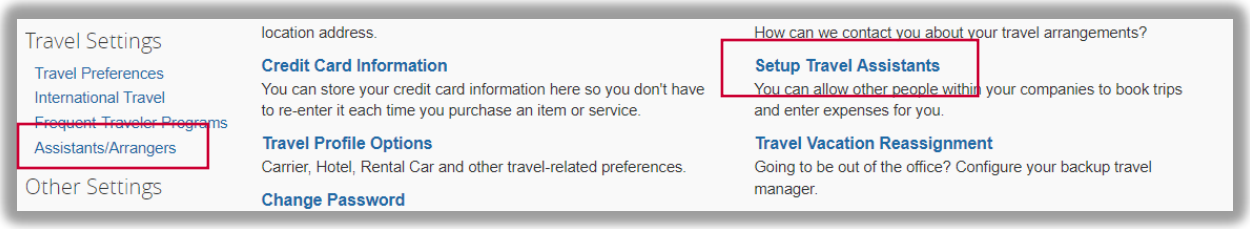


Travel Arrangers and Assistants

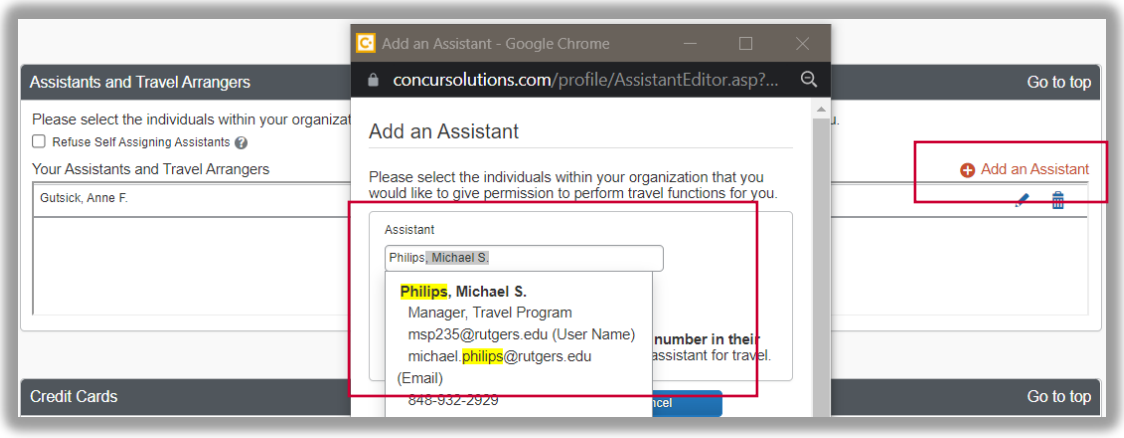
The following steps outline the processes for adding an assistant or arranger to view and modify your profile or to book travel and trips on your behalf; booking as an assistant for someone who has added you as an assistant or arranger; and booking using the **Book for a guest** function for non-profiled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

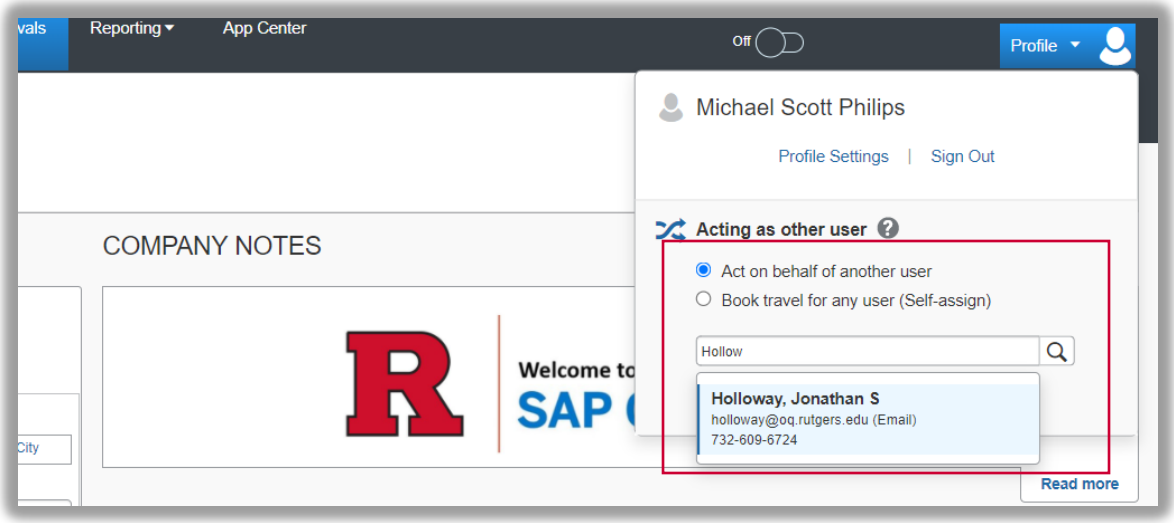
4. Click **Save**.

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.

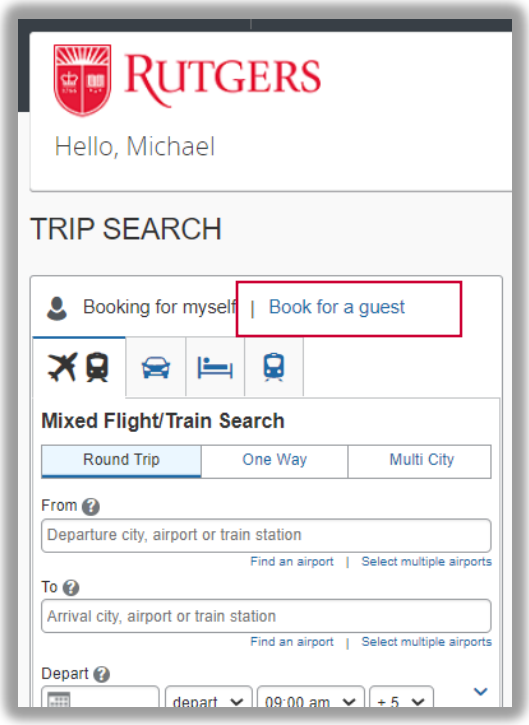
3. Click **Start Session**.



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.

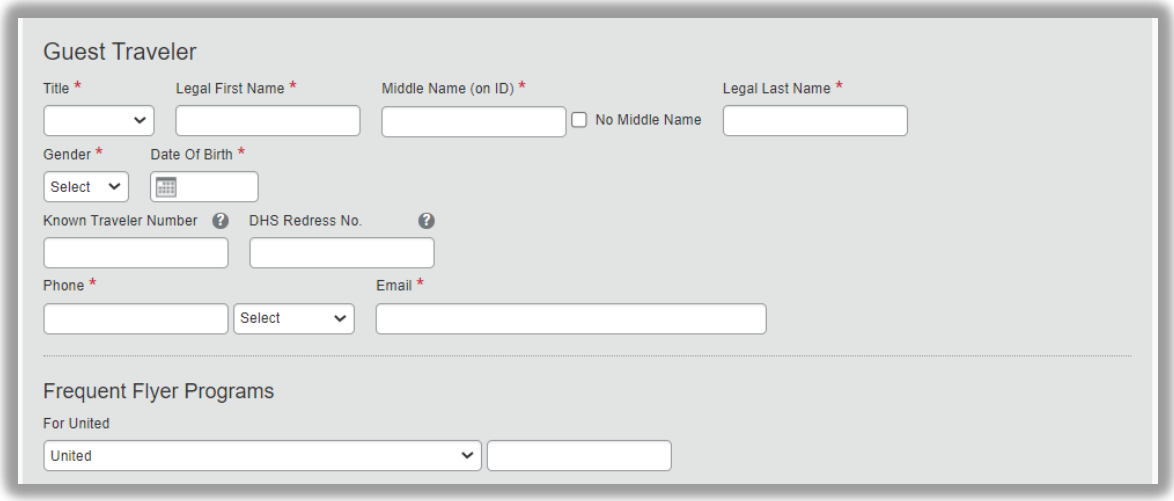
To book for non-profiled travelers (candidates, guest speakers, visitors, etc.):

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



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

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



Contact Information

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

Email: 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

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