

Scenario	Documentation traveler must submit to University Procurement Services (UPS) for tracking	Follow up Actions (Traveler)	Follow up Actions (UPS)
Airline travel booked through Rutgers Travel agency	<ul style="list-style-type: none"> <li>- Airline itinerary</li> <li>- Proof of cancellation</li> </ul>	<ul style="list-style-type: none"> <li>- Track unused ticket credit, which must be used before expiration date</li> <li>- Unused credit must be booked through the agency</li> </ul>	<ul style="list-style-type: none"> <li>- Obtain traveler's NetID</li> <li>- Track credits and ticket information</li> </ul>
Airline travel booked through other travel agency or directly with airline	<ul style="list-style-type: none"> <li>- Submit expense reports with [LINK: Trip Cancellation Form]</li> <li>-Airline itinerary</li> <li>-Proof of payment</li> <li>-Proof of cancellation</li> <li>-Travel dates</li> </ul>	<ul style="list-style-type: none"> <li>- Track unused ticket credit, which must be used before expiration date</li> <li>- Unused credit must be booked through the agency/airline</li> <li>- Traveler cannot use credit for personal travel</li> </ul>	<ul style="list-style-type: none"> <li>- Obtain traveler's NetID</li> <li>- Track credits and ticket information</li> </ul>
Airline travel booked on University-issued travel card (Bank of America)	<ul style="list-style-type: none"> <li>- Airline itinerary</li> <li>- Proof of cancellation</li> </ul>	<ul style="list-style-type: none"> <li>- Track unused ticket credit, which must be used before expiration date</li> <li>- Traveler cannot use credit for personal travel</li> </ul>	<ul style="list-style-type: none"> <li>- Obtain traveler's NetID</li> <li>- Track credits and ticket information</li> </ul>
Pre-payment by check request for hotel, conference, etc.	<ul style="list-style-type: none"> <li>- Purchase order number</li> </ul>	<ul style="list-style-type: none"> <li>- Request cancellation</li> <li>- Send refund check to UPS at 33 Knightsbridge Road Piscataway, NJ 08854 ATTN: Travel Dept.</li> </ul>	<ul style="list-style-type: none"> <li>- Track refunds received</li> </ul>

**Note – A cancelled trip notification form must be completed for all cancelled trip(s) and submitted to [expenseexception@finance.rutgers.edu](mailto:expenseexception@finance.rutgers.edu) for tracking purposes.**