

Travel Booking FAQs

When am I required to submit a Travel Request?

A Travel Request is a pre-approval form used to document your anticipated business travel expenses. It must be submitted and authorized before booking business travel or incurring any trip-related expenses.

Travel Requests are completed in Concur and must be linked to the corresponding Expense Report.

Note: If you accidentally close your request, please contact the Rutgers Travel and Expense Team at RUTravel@finance.Rutgers.edu to request that it be reopened.

Am I required to book travel using the Rutgers Online Booking Tool or Direct Travel, the university's contracted travel agency?

Yes, all airfare, Amtrak, hotel, and rental car reservations must be booked using the Rutgers Online Booking Tool, or by contacting Direct Travel, the university's contracted travel agency.

Travel reservations made through other booking channels will not be considered Rutgers-related travel and will not be reimbursable.

What travel arrangement do not need to be booked through the Rutgers Online Booking Tool or Direct Travel?

The following travel arrangements do not need to be booked through the Rutgers Online Booking Tool or Direct Travel:

- Hotel reservations associated with conference room blocks
- Airbnb, Vrbo, and other home-share providers (*Note: Undergraduate students must obtain approval prior to booking an Airbnb, Vrbo, or other home-share providers.)
- Rutgers University Inn and Conference Center
- Car service, taxis, Uber, Lyft, and other ride-share providers
- Local train transport, including NJ Transit, subway, metro, etc.)
- Bus reservations
- Shuttles Private tours
- Other travel services not provided through Direct Travel. (*Note: Undergraduate students must obtain approval prior to booking an Airbnb, Vrbo, or other home-share providers.)

Please reach out to RUTravel@finance.rutgers.edu for other considerations.

Why is it important to book travel reservations through the Rutgers Online Booking Tool or Direct Travel?

Booking travel through a centralized platform and process increases the university's visibility from a Duty of Care perspective. This means the university will be alerted when travelers are affected by significant medical or security incidents (natural disasters, civil unrest, acts of terrorism, etc.), and can take a more proactive approach to managing traveler safety and security.

In addition, the university has negotiated volume-based discounted rates and amenity programs with major airline and hotel providers. To maintain or expand access to discounts and amenities, the university needs to leverage its overall spending through a centralized platform.

Can I use my airline frequent flyer or hotel loyalty accounts to accrue points?

Yes. Travelers can accrue individual frequent flyer/hotel loyalty points for eligible bookings made through the Rutgers Online Booking Tool or Direct Travel.

Be sure to add your frequent flyer and/or hotel loyalty account numbers to your traveler profile in Concur.

Can I include personal travel with a trip booked through the Rutgers Online Booking Tool or Direct Travel?

Yes. However, travelers must contact the Direct Travel via phone or email to book a trip that includes personal travel.

Any additional costs associated with personal travel are the responsibility of the traveler. Direct Travel can split the payment and will ask for a personal form of payment if necessary.

Travel quotes showing the cost with and without personal travel must be attached to the Expense Report. The traveler will be reimbursed for the lesser of the two amounts.

How do I pay for reservations made through the Rutgers Online Booking Tool or Direct Travel?

Airfare and Amtrak: Reservations made through the Rutgers Online Booking Tool or Direct Travel are charged directly to the university AirCard. These expenses will appear in your "Available Expenses" in Concur and must be added to your Expense Report upon return. The expenses can be allocated to the traveler's Project Account or General Ledger String.

Hotel and rental car: Reservations made through the Rutgers Online Booking Tool or Direct Travel are paid by the traveler and submitted for reimbursement. A credit card is required to hold a hotel reservation. Payment is generally made upon check out with a personal credit card and eligible expenses are reimbursed via a Concur Expense Report. Non-employees are reimbursed through Candex.

Note: We strongly encourage the use of the university travel card for all eligible travel-related expenses. If you have questions about obtaining or using the university travel card, please email cardservices@finance.rutgers.edu.

If a hotel requires a deposit, the card used to hold the room will be charged to your personal or University card at the time of booking. Please review the rate details and cancellation policy when completing your reservation.

If a hotel requires pre-payment, follow the standard purchase order requisition process after the booking is made through the Rutgers Online Booking Tool or Direct Travel.

For rental car direct billing options, please contact RUTravel@finance.rutgers.edu.

How do I obtain special travel accommodations?

If an employee has a disability that requires certain travel accommodations, or the employee is pregnant and requires certain travel accommodations, please contact the Office of Employment Equity (“OEE”) at employmentequity@hr.rutgers.edu to request a disability/pregnancy related accommodation. OEE will provide you with the appropriate medical forms to be completed and submitted back to OEE. A signed copy of your accommodation approval letter from OEE and this form must be submitted with any associated expense report.

****Please note that the accommodation process through OEE may take 7 days (at a minimum) to complete. Please submit your request in a timely manner so a decision can be made before you travel****

If an accommodation request is not approved by OEE and the employee receives a denial letter, RU Travel will provide the employee with Travel Accommodation Exception Form. If the exception is approved, a DocuSigned copy of this form must be submitted with any associated expense reports.

Can I call or email Direct Travel to make travel reservations?

Yes. The preferred method of booking travel is the Rutgers Online Booking Tool or mobile application, but a traveler can call or email the travel agency if needed.

Emergency issues should be handled via phone for immediate attention.

Direct Travel Contact Information

- Phone: 1-888-818-1067, phone is available 24/7
- Email: RutgersTravel@dt.com
- (Email is monitored Monday through Friday, 9:00 am-5:30 pm Eastern, excluding holidays)

How do I change or cancel a reservation made through the Rutgers Online Booking Tool or Direct Travel?

Changes and cancellations to existing reservations can be processed by calling or emailing Direct Travel.

Can I take a companion on a Rutgers-related trip?

Yes. However, travelers must contact Direct Travel via phone or email to book travel.

Any additional costs associated with companion travel are the responsibility of the traveler. Direct Travel can split the payment and will ask for a personal form of payment for the companion.

Can I upgrade to a higher class of service (Premium Economy, Business, or First Class)?

Yes. After a flight is confirmed, travelers can contact Direct Travel via phone or email and pay for an upgrade.

Any additional costs associated with upgrades are the responsibility of the traveler. Direct Travel will ask for a personal form of payment for any upgrades.

Can I use the Rutgers Online Booking Tool to book travel that is externally funded (not paid or reimbursed through Rutgers)?

No. Travel that is funded through external sources and cannot be booked using the Rutgers Online Booking Tool, as some items, e.g., airfare and Amtrak, are charged directly to Rutgers.

Travelers must contact Direct Travel via phone or email to make this type of arrangement. Direct Travel will ask for a personal form of payment if necessary.

What items cannot be purchased through the Rutgers Online Booking Tool or Direct Travel?

Ancillary fees, for example, baggage fees, paid seat assignments, and Wi-Fi are the responsibility of the traveler and can be purchased directly from the vendor after the reservation is booked.

Whether these items are reimbursable is dependent upon current travel policy, business offices, and individual finance approvers.

Do student workers have access to the Rutgers Online Booking Tool and Direct Travel?

[Yes. Students](#) receiving a Rutgers paycheck are granted access to the Rutgers Online Booking Tool in Concur.

For students who are not on Rutgers payroll, please submit a [Non-Employee Travel Request Form](#).

Where can I find out information on international travel?

Visit the Risk Management website at [Risk Management International Travel](#) for information on International Travel Registration, Medical Access Abroad, International Medical Insurance Program and On Call International Emergency Assistance.

Who can I contact if I have other questions?

Please review the Travel and Expense webpage for more info or contact the Rutgers Travel and Expense Team at RUTravel@finance.Rutgers.edu.