

Dear Rensselaer Traveler,

You should only have a few more days until you leave for your trip. Below are some helpful hints and things to consider before you leave.

## Hotel Payment Confirmation

You should have received your hotel payment confirmation email from Direct Travel. The email address it will have come from is [noreply@agency-technology.com](mailto:noreply@agency-technology.com).

- This email provides you with a copy of what the hotel receives as payment for your room. The card number is redacted but it will give you something to show the hotel if they tell you they don't have it when you check in.
- The email also provides you with the name of the person at the hotel that confirmed receipt of the payment.
- If they don't have it, give them a personal card to check in and then call the agency at (866) 492-9839 and they can have the charge changed over to the Institute's card. If it is afterhours, you can call the after-hours emergency line for domestic hotels (866) 492-9839 option 8.
- If you are traveling internationally and the hotel cannot find the payment or will not accept it you should pay for it out of pocket and be reimbursed. You also have the option of calling the agency collect at (203) 787-6223 to request assistance from an agent.

## Helpful Mobile Apps

Have you installed the Concur Mobile or TripIt Pro apps on your smartphone? If you haven't the following URL's will provide you instruction. Taking pictures of receipts will make the expense reporting process much easier.

- Concur Mobile: <https://www.concur.com/en-us/mobile>
- TripIt: <https://tripit.zendesk.com/entries/87183-Getting-started-Forward-your-confirmation>

## Rental Car

- **Domestic Rentals** - remember to **decline** the rental insurance when you book with Enterprise or National. Rensselaer has negotiated discounted rates with these vendors that include supplemental liability and damage insurance for rentals in the United States.
- **Foreign Rentals** - remember to **accept** any supplemental insurance coverage offered for rentals booked outside the United States, including those booked in Canada and Mexico. Requirements vary by country and travelers should consult the local Enterprise branch representative at the time of the rental.

## Receipt Requirements

Rensselaer has specific receipts requirements for different purchases. Please make sure you are aware of the following:

- Receipts are required for transactions relating to travel greater than \$35
- Detailed receipts are required for all hotel stays
- Detailed receipts are required for all meal expenses greater than \$35; tear tab receipts are not allowed (the receipt must have the vendor name on it)
- Receipts are required for all purchases not relating to travel regardless of dollar value
- **Please note:** \*\*Your department may have a more stringent receipt requirement. Please confirm your responsibilities with your business manager prior to your departure. Some departments require receipts for every purchase.\*\*
- If you take a picture of your receipt with the Concur mobile app please make sure the receipt is readable before you throw the original away. If the receipt cannot be read in your expense report you may not be reimbursed.

We hope you have a pleasant trip and we are here to assist you with any questions you have.

Sincerely,  
Office of Travel and Expense at Rensselaer

Please email [travel-expense\\_support@rpi.edu](mailto:travel-expense_support@rpi.edu) with any questions or consult your departmental business manager.