Dear Department Booking Agent,

The Rutgers University Inn and Conference Center has adopted a new reservation system. We have provided updated directions starting on the next page. In addition, you will find NEW IPO DIRECTIONS due to changes that were made in MARKETPLACE.

We appreciate your patience as we navigate this brand-new reservation system. We’re hopeful it will make reservations for departments more seamless and provide access to make changes and multiple reservations at one time.

As always, departments receive a discounted, tax exempt rate for reservations paid by internal purchase order. These rates are accessible in our booking engine with a promotional code, which is entered as your password on the log-in page. The promotional code is department-specific. This code should only be shared with those responsible for making reservations on behalf of your department.

A placeholder credit card will no longer be required.

Our Guest Services agents can assist with any questions you might have. We appreciate your patronage and look forward to serving your department and visiting guests.

Best Regards,

Deana Pagnozzi

Deana Pagnozzi | Director
New Department Booking Engine

Website: [https://corporateportal10.rmscloud.com/Login/Index?clientld=16515](https://corporateportal10.rmscloud.com/Login/Index?clientld=16515)

- email: inn@rutgers.edu All Departments should use this email address, as it is only a placeholder. DO NOT ENTER YOUR OWN EMAIL ADDRESS
- Password: Please enter your department provided code (used with previous system)
- Codes should be entered in ALL CAPS
- Please add inn-rutgers.edu@appmail.rmscloud.com to your SAFE SENDERS list in order to receive a copy of the confirmation
- We do not accept same day reservations
- You should receive a confirmation immediately after you make the reservation.
1. In the Reservations Details screen, select ARRIVE, and enter the desired ARRIVE and DEPART dates in the pop up calendar.
2. ARRIVE=left
3. DEPART=right
4. Select Apply
5. Select the desired room type from the availability

6. Select Add to Reservation

7. Enter your guest’s First Name, Last Name, email address and Mobile Number if you know that information. That will assist us in remaining in contact with guest.

8. As the Booker, scroll down in the lefthand side of the screen to select YOUR personal information.

   If your information does NOT appear, simply enter your information (email and phone number) in the blue fields with the word NEW before your name. The reservation will have your info as the booker AND we will add you to our system.
• After the reservation is made, in addition to seeing that information on your Corporate Portal (see below), you should receive a confirmation via email.
• Your guest will receive a confirmation within 4 hours from the time the reservation is made.
• Your guest will receive a Welcome email 2 days prior to arrival.
UPDATED DIRECTIONS (as of 10/28/22)

After an update in Marketplace, the lodging (#856) form was not working and has been deleted. The new Lodging IPO form (4510) is now functioning in Marketplace and can be found as follows:

- **Marketplace / Forms / Internal Purchase Orders.**
  - Select - IPO: Lodging-University Inn & Conference Ctr. (#4510) and use Account Code 74116. (For a project string, 74116 would be the "Expenditure Type.")
    - **Account value will 74116**
      - Product Description: Enter your own detail
      - Amount: Total amount of reservation
      - Commodity Code: Search for hotel
  - **Additional Information (located towards bottom of form)**
    - Reservation # (enter our hotel reservation #)
    - Check in date:
    - Reservation made by:
    - Guest Name:
    - Department:

- Once the purchase order has been approved, please email the release number to [rutgersinn@docs.rutgers.edu](mailto:rutgersinn@docs.rutgers.edu)