Booking travel on Ramp: Employee guide

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Help Center URL: Booking travel on Ramp - Employee guide

Want to book a trip using Ramp Travel? You're in the right place!

Want to book travel using Ramp funds and another travel platform? Read more [here](https://support.ramp.com/hc/en-us/articles/28991373763091).

Overview

We're excited to introduce Ramp Travel, your streamlined solution for business travel. With Ramp Travel, booking flights and hotels is easy. You can search for flights and hotels directly within Ramp and know exactly which options are within your company's policy. After booking with Ramp Travel, there's no need to hassle with receipt submissions. Everything is seamlessly managed on the same spend management platform. You can also easily track and manage all your bookings and trips within the Travel tab.

Jump to:

How it works

Booking Travel on Ramp is easy. Navigate to "Home" on your left-hand panel and select the "My Trips" tab. You can search for flights and hotels, as well as access any previous or upcoming booking(s) or trip(s) on both your desktop and mobile devices.

🔗 Check out how to book on Ramp Travel with this <u>video</u>.

Note that you will not be able to see this tab unless your admin has enabled this function for their employees. See here for more details on booking travel off-ramp.

Booking flights

Follow the steps below to book your desired flights:

1. **Enter your travel details:** On the My Trips page, enter your departure city or airport, destination city or airport, departure date, and return date (if it's a round trip), and click on the "Search flights" button.

   !Screenshot 2025-06-20 at 1.42.48 PM.png

2. **Review search results:** Ramp will display a list of available flights based on your criteria and you can filter by price, airline, departure time, policy etc. Evaluate options and select a flight that meets your company's travel policy. The icon next to the price indicates whether a flight is within your travel policy. If a flight is flagged as out of policy, toggle on the price to learn why. If you believe a flight outside the policy is justified, ensure you have the necessary approvals before booking.

3. **Review fare options:** Some flights may offer different fare options, such as basic economy, economy, or business class with different cancellation policies and perks. Review these options carefully to see what's included. The icon next to the price indicates policy compliance on the top right. Once you're ready, click "Continue to checkout".

4. **Enter traveler information:** After selecting your flight, enter your passenger information. You'll only need to enter your information once since Ramp saves the data for easier checkout in the future.

5. **Select trip and funds:** Select the corresponding trip if you have already created one, or create a new trip to manage expenses easily. Then, select the correct funds.

!<u>travel confirmation - trip + card selection</u>.jpg

6. **Review and confirm:** Before completing your booking, review all the details, including the flight itinerary, passenger information, fare options, and cancellation policy. Make sure everything is correct, as some bookings may be non-refundable and most flights do not allow cancellation after 24 hours of booking.

7. **Complete booking:** Once you're ready, click on the "Book flight" button to finalize your reservation. If the booking is successful, you will receive a confirmation email shortly afterward with all the details of your booking.

8. **View your booking (optional):** After booking your flight, you can navigate to the "Travel" tab on Ramp's website to view your booking itinerary, cancel your flight (if it is within the cancellation period), or resend your confirmation email.

To add extras such as travel insurance, paid pieces of baggage, as well as online check-in, please log into the airline app or website and manage your booking from there.

Booking hotels

Follow the steps below to book your desired hotel:

1. **Enter your travel details:** On the My Trips page, toggle to "Hotels" and enter your destination city or area, check-in date, and check-out date. Click on the "Search hotels" button.

!Screenshot 2025-06-20 at 1.44.17 PM.png

2. **Review search results:** Ramp will display a list of available hotels based on your criteria and you can filter by hotel class, price, policy, etc. Evaluate options and select a hotel that meets your company's travel policy. The red icon next to the price/night indicates whether a hotel is out of policy, you can toggle on the icon to learn why. If you believe a hotel outside the policy is justified, ensure you have the necessary approvals before booking.

3. **Review hotel and different room options:** Click "Select" on the hotel you're interested in to access more information and choose between the different room options. Different room types may offer different cancellation policies and perks. Review these options carefully to see what's included. The icon next to the price indicates policy compliance. Once you've decided, click "Select".

4. **Enter traveler information:** Enter your personal information. You'll only need to enter your information once since Ramp saves the data for easier checkout in the future.

For adding/linking your loyalty program, please contact the hotel directly (a phone number will be provided on the booking confirmation page).

5. **Select trip and funds:** Select the corresponding trip if you have already created one, or create a new trip to manage expenses easily. Then, select the correct funds.

6. **Review and confirm:** Before completing your booking, review all the details, including the hotel details, personal information, refunds, and cancellation policy. Make sure everything is correct, as some bookings may be non-refundable.

7. **Complete booking:** Once you're ready, click on the "Book hotel" button to finalize your reservation. If the booking is successful, you will receive a confirmation email shortly afterward with all the details of your booking.

8. **View your booking (optional):** After booking your flight, you can navigate to the "Travel" tab on Ramp's website to view your booking details, cancel your hotel (if it is within the cancellation period), or resend your confirmation email.

Booking Cars

Follow these steps to book your desired car rental on Ramp:

1. **Enter Your Travel Details:**

On the My Trips page, toggle to "Cars" and input your pick-up location, drop-off location, pick-up date, and drop-off date. Then click on the "Search cars" button.

!Screenshot 2025-06-20 at 1.46.06 PM.png

2. **Review Search Results:**

Ramp will display a list of available car rentals based on your criteria. You can filter by car type, price, policy compliance, and more. Evaluate your options and select a car that meets your company's travel policy. A red icon next to the rate will indicate if a car rental is out of policy—click the icon to see the details. If you need to book a car outside of policy, ensure you have the necessary approvals before proceeding.

3. **Review Car Details and Options:**

Confirm that the rental aligns with your requirements and policy compliance. Once satisfied, click "Select" to proceed.

4. **Enter Traveler Information:**

Fill in your personal details. Ramp saves your information for future bookings, so you'll only need to enter it once.

5. **Select Trip and Funds:**

Choose the corresponding trip if you have already created one, or create a new trip to help manage your expenses. Then, select the appropriate funds for the expense.

6. **Review and Confirm:**

Before finalizing your booking, review all the details, including the car rental information, personal details, refund policies, and cancellation terms. Ensure that everything is correct, especially since some bookings may be non-refundable.

7. **Complete Booking:**

Once you're ready, click on the "Book car" button to finalize your reservation. If the booking is successful, you'll receive a confirmation email shortly afterward with all the details of your rental.

8. **View Your Booking (Optional):**

After booking your car, you can navigate to the "Travel" tab on Ramp's website to view your booking details, cancel your rental (if within the allowed cancellation period), or resend your confirmation email.

This step-by-step process ensures that you get the best corporate rates and maintain compliance with your company's travel policies—all while enjoying the ease of managing your travel in one place with Ramp.

Submitting travel requests for approval

Depending on your company's travel policy, some travel bookings may require manager or admin approval before you can complete your booking on Ramp.
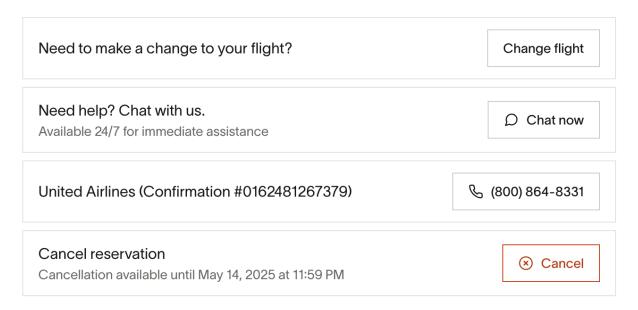
1. **Book your travel:** Select your flight or hotel as usual.
2. **Submit for approval:** At the end of the checkout flow, click the "Submit Request" button.
3. **Notification:** Your manager or admin will be notified of your request.
4. **Approval:** Upon approval, the booking will be processed, and you will receive a confirmation email.

Please note that the price of the booking may change, and the request will reflect the latest price. You can track the status of your travel request by navigating to My Home > My Trips > Requests.

How do I cancel my booking?

- If your booking is within the cancellation period, you can cancel on Ramp's website. Go to "Travel" under "My Ramp" and select the booking you want to cancel. Scroll down and click "Cancel reservation".

Manage your booking

Need to make a change to your flight?	Change flight
Need help? Chat with us. Available 24/7 for immediate assistance	💬 Chat now
United Airlines (Confirmation #0162481267379)	📞 (800) 864-8331
Cancel reservation Cancellation available until May 14, 2025 at 11:59 PM	⊗ Cancel

- If your booking has passed the cancellation period, you may see a chat option which you can use to contact our provider in order to make updates.

- The booking details page contains the trip ID you'll need to provide. Note that you will not be able to cancel your booking from Ramp's website and the Ramp Support team won't be able to assist with cancellation.

- If your booking is within 24 hours of the scheduled flight or hotel stay, contact the airline or hotel directly.

How do I modify my booking?

For flights

If you need to modify travel dates, flight fare class, or hotel room type, please check your booking's modification and cancellation policy:

- The best first course of action is to go to "Travel" under "My Ramp" and select the booking you want to modify or cancel. In this page you may be able to cancel your flight directly, or **see a chat widget** which you can use to contact our provider to make any intended modifications.
- If your booking is within 24 hours of the scheduled flight or hotel stay, contact the airline directly.

For hotels

- If you are extending your hotel stay, make a new booking via Ramp Travel portal and call the hotel to combine the 2 reservations.
- If you are shortening your hotel stay or modifying travel dates:

 - If your booking is refundable, you could cancel your booking and rebook with Ramp Travel. It may take a few minutes for the refund to reach your funds. Otherwise, you can also contact Priceline at +1 (800) 657-9168 directly.

 - If your booking is NOT refundable, contact Priceline at +1 (800) 657-9168 directly.

For cars

- For post-paid car modifications the best approach is to book a new car rental and cancel your original for a full refund.
- For pre-paid car modifications, contact Priceline at +1 (800) 657-9168 directly.

How do I retrieve my booking details?

Go to the "My Trips" tab under "Home" and select the desired booking. Click "Resend email" to resend the flight or hotel confirmation email.

Mid-trip disruptions and emergency situations

Flights

In the event of mid-trip disruptions or emergency situations such as delay, disruption, or cancellation within 24 hours of your flight, contact the airline or hotel directly for immediate assistance. The contact details of the airline or hotel can be found on the booking details page under the "Travel" tab of "My Ramp". Otherwise utilize the chat widget that can be found on this page.

Hotels

To get help with your booking, go to your booking details page and select the option to contact **Duffel** or **Priceline** for support. You can also reach Priceline directly at **+1 (800) 657-9168**.

Delegate Booking

Assistants can book business travel on behalf of other employees. After someone is assigned as an assistant, they can book and manage travel directly for the traveler, with personal details and travel policies auto-filled and applied, making the booking process much faster and more efficient.

To learn more about setting up an assistant and how to use this feature, visit
Travel Delegate Booking via Assistant Role.

Please note: this feature is currently only available to businesses that have
enabled Ramp Travel for all employees.

Frequently Asked Questions (FAQs)

- **What happens to the approval if the flight/hotel room is no longer
  available before the manager approves?**

The booking fails, users receive an email asking them to rebook.

- **I'm not sure if my booking went through—what should I do?**

Sometimes confirming a booking can take a little longer than expected. Once it's
confirmed or failed, we'll send an update to your work email. If you see a charge
on your card for the booking amount, that usually means it was successful—you
should receive a confirmation email within 10 minutes.

- **I didn't receive my confirmation email; how can I get my booking details?**

You can resend your itinerary by navigating to My Ramp > Travel, selecting the
desired booking to open up the booking details page, and clicking the "Resend
email" button. Feel free to reach out to Ramp support at any time as well.

- **Can I make a booking on behalf of a team member?**

Yes, after the traveler assigns you as their Assistant, you can book and manage
travel on their behalf. See more details here.

- **Can I coordinate group trips and make a group booking?**

As of today, you will not be able to coordinate group trips or book multiple flights or rooms in one go, but we expect to support this functionality in 2025.

- **Why do I not see any Southwest flights available?**

Currently, we do not support Southwest Airlines' inventory as they tend not to partner with online travel agencies for marketing or ticket sales. We are working on unlocking this in early 2025.

- **Can I redeem flights or hotels with points?**

Whilst users can add in their frequent flyer information to accrue points for flights only, they cannot use points to purchase flight or hotel bookings.

- **How do rewards or loyalty programs function for flights and hotels?**

- For flights, you can enter your Known Traveler Number or membership detail on the confirmation page or in your Traveler profile (My Ramp > Travel > Traveler Profile) while you are booking your flight. If you are not able to add this on Ramp, you can also add it on the airline's website directly after you book!

- For hotels, because we are getting discounted fares for hotels, we cannot guarantee rewards will work with hotels. However, many users have had success applying rewards or loyalty benefits by calling the hotels directly or applying rewards upon hotel check-in.

- **What is the process for booking multi-city trips?**

Currently, we do not support multi-city trips. The best way is to book multiple one-way flights.

- **Do negotiated rates with specific hotels appear on Ramp?**

Our rates are powered by Priceline. Ramp does not offer negotiated rates beyond Priceline's standard rates with no booking fee. However, we have an agreement with Priceline to help our customers save on travel costs. You should find that total

pricing on Ramp is lower than standard publicly available rates. If you do run into cases where the same inventory is cheaper elsewhere, we would be happy to investigate.

- **Can I book a car rental via Ramp?**

We are building this; stay tuned!

- **How can I set up or edit my Traveler Profile?**

Go to **My Ramp > Travel** tab, and click "Traveler profile" on the left-hand side to add or edit your information.

Our team is working hard to build and unlock further features to better support you and your team, and we would love to hear from you! If you have any feedback, please complete this survey.