



Good Morning,

As previously [announced](#), the Procurement Office is excited to welcome our new Travel Management Company (TMC), Direct Travel, effective today, September 15, 2022. Direct Travel will now assume the booking and managing of travel reservations for Stony Brook University, Stony Brook Hospital and the LISVH.

### **Before You Book**

1. Prior to your first booking, we ask that you please review the [Stony Brook University Travel Booking Guide](#).
2. In order for Direct Travel to complete bookings, all Stony Brook travelers must first update their Concur profiles, please review these [Four Steps to Update Your Concur Profile](#). If you experience any difficulties while updating your profile, please contact DT Monday through Friday from 8am to 8pm ET at (800) 999-7939.
3. Stay tuned for future announcements as we move to expand our travel services to include a new Online Booking Tool via Concur.

### **Contact Information for DT Agents**

Please make note of the information below, and carry a copy of this contact information with you when you travel. Agent assisted transaction fees for airfare are \$14.95 and for Amtrak are \$4.95.

#### **Monday through Friday from 8am to 5:30pm ET**

- [highered@dt.com](mailto:highered@dt.com)
- From campus, call 2-7799
- Domestically, call (800) 774-0655
- Internationally, call +001-203-848-1135

**After hours emergency support** (to be used for flight interruptions, itinerary changes and other emergencies that cannot wait until normal business hours)

- Monday through Friday from 5:30pm to 8am ET, as well as weekends and holidays
- Domestically, call (800) 774-0655
- Internationally, call +001-203-848-1135

We welcome Direct Travel, and look forward to bringing you continued improvements in your travel experiences at Stony Brook.

Sincerely,  
Carmen Gonzalez  
Associate Vice President for Procurement  
Stony Brook University