



Modify or Cancel a Trip

Modify

Making some booking modifications (e.g. adding a segment) is dependent on the Request's approval status.

If Request is not approved

1. Recall the Request
2. Make the necessary changes to Expected Expenses
3. Resubmit for approval
4. Book from the modified Request once approved

If Request is approved

1. Do not Recall the Request as this could affect bookings made in Concur; instead, contact CTM to make the necessary changes to the booking
2. It is not necessary to submit a new Request; instead, changes are reflected on the Report

Cancel

Bookings established through Concur are cancelled in Concur. Cancellations may result in fees or penalties. Whether or not those fees and penalties are considered a "reimbursable expense" is dependent on R05.02.06(10)(c)(5). See the "Expense Cancelled Travel" handout for instructions on managing expenses from a cancelled trip.

1. Select Trip Library in the Travel module to view upcoming trips
2. Click the "Cancel Trip" link in the Action column for the trip

The screenshot shows the SAP Concur interface. The top navigation bar includes 'SAP Concur', 'Requests', 'Travel' (selected), 'Expense', 'Approvals', and 'App Center'. Below this, there are sub-tabs: 'Travel', 'Arrangers', 'Trip Library' (circled in yellow), 'Templates', and 'Tools'. The main content area is titled 'Trip Library' and contains a search bar with 'Search Trip Names', 'Dates To Use' (radio buttons for 'Booking Dates' and 'Travel Dates'), and 'Date Range' (calendar pickers for '01/10/2020' and '07/10/2020'). A table of trips is shown below:

Trip Name/Description	Status	Date Booked	Start Date	End Date	Action
Slavik, J 10/20-10/25 SEA (HRZFG) Concur Fusion 2020	Ticketed	07/10/2020	10/20/2020	10/28/2020	Cancel Trip (circled in yellow)

At the bottom of the table, there is a green banner with a question mark icon and the text 'Manage your trip details in one place.' with a dropdown arrow.

3. A popup notification with a warning appears: Read the warning carefully, paying special attention to notifications regarding lodging
 - a. If the trip is cancelled on the day the trip is scheduled to commence, the user must contact the hotel directly to cancel



- b. If any portion of the trip was booked outside of Concur or CTM (e.g. lodging or car rental), that portion is cancelled directly through the vendor, not Concur

Request Details

Request Details

Item Name:

Trip Description

Meeting Name

Submitted By:

Submitted on:

Last Ticket Date:

Are you using Feder

Do you want CTM to hotel?

Send CTS Authoriza Vendor

Approval Status/Hist

History/Notes:

Cancel Trip

WARNING: You are about to withdraw your request. If you do this, all reservations (including flight, hotel, rental car, and rail) will be cancelled.

If you cancel a trip on the day of the planned trip and have hotel reservations that have been guaranteed for late arrival, you must call the hotel directly or risk paying a no-show charge. Concur cannot cancel hotel reservations made when you contacted the hotel directly.

If you have any questions, please contact your travel agent.

If you are SURE that you want to withdraw this request then please click OK. Otherwise, click CANCEL.

If you have any comments you would like to add (for reporting only), please type them below and click OK.

Cancel **OK**

Trip sent to travel agency for ticketing on Friday, July 10, 2020 at 01:49 pm Alaskan time.

4. Click “OK” to confirm trip cancellation; the user can add comments for reporting purposes (not required)
5. DO NOT add comments in “Comments for the Travel Agent” as that results in an agency fee; instead, click “Send this trip to a travel agent to cancel” to complete cancellation

This trip has air travel that has been ticketed.
A travel agent may be able to refund all or part of this trip.
Trip Record Locator : HFKGIL

Comments for the Travel Agent

Send this trip to a travel agent to cancel Return to Travel Center

6. If cancelled during the free cancellation period, the charge (if present) is voided and no longer in Available Expenses
7. If cancelled outside the free cancellation period, associated cancellation expenses are added to Available Expenses