



## 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 "Expense: Cancelled Travel" 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 Concur Trip Library interface. The top navigation bar includes 'Travel', 'Arrangers', 'Trip Library' (highlighted), 'Templates', and 'Tools'. Below this, there's a search section with 'Search Trip Names', 'Dates To Use' (radio buttons for 'Booking Dates' and 'Travel Dates'), 'Date Range' (calendar icons for '04/06/2023' and '10/06/2023'), and an 'Include withdrawn trips' checkbox. A 'Search' button is present. The main content is a table with the following data:

Trip Name/Description	Status	Date Booked	Start Date	End Date	Action
Lasinski, J 4/1 - 4/6/24 SEA (MVSAMD) Conference Training	Ticketed	10/06/2023	04/01/2024	04/06/2024	Cancel Trip

At the bottom of the table, there is a green banner with a lightbulb icon and the text: "Manage your trip details in one place."

3. A pop-up 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 Detail**

Item Name:  
Trip Description:  
Meeting Name:  
Submitted By:  
Submitted on:  
Last Ticket Date:  
Do you want CTM to send for hotel?  
Send CTS Authorization Vendor:  
Approval Status/History:  
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

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4. Click “OK” to confirm trip cancellation; the user can add comments for reporting purposes (not required)
5. If cancelled during the free cancellation period, the charge (if present) is voided and no longer in Available Expenses
6. If cancelled outside the free cancellation period, associated cancellation expenses are added to Available Expenses