



CANCELLING/CHANGING TRAVEL ARRANGEMENTS IN CONCUR





CANCELLING/CHANGING TRAVEL ARRANGMENTS IN CONCUR

If your travel plans change and a cancellation or change to all or a portion of your travel arrangements is necessary, the following steps must be taken:

- Access the trip under your TRIP LIBRARY in the Travel module.
- The entire trip can be canceled by selecting **Cancel Trip** under the Action column.
- If a portion of the trip needs to be canceled/edited, click on the **Trip Name** to view the itinerary details. From here you can make changes as necessary.

The screenshot shows the SAP Concur Trip Library interface. At the top, there are navigation tabs for Travel, Reporting, and App Center. Below that, there are sub-tabs for Travel, Arrangers, Trip Library, Templates, Tools, and Concur XA. The main content area is titled "Trip Library" and contains a search bar with fields for "Search Trip Names", "Dates To Use" (with radio buttons for "Booking Dates" and "Travel Dates"), and "Date Range" (with date pickers for "08/27/2018" and "02/27/2019"). There is also a checkbox for "Include withdrawn trips" and a "Search" button. Below the search bar is a table with the following columns: "Trip Name/Description", "Status", "Date Booked", "Start Date", "End Date", and "Action". The first row in the table is "Trip from Montgomery to Seattle (IIAWYD)", "Confirmed", "02/27/2019", "03/11/2019", "03/14/2019", and "Cancel Trip". Red boxes highlight the "Trip Name/Description" column and the "Action" column.

The screenshot shows the SAP Concur Travel Details interface. The main heading is "Travel Details". Below that is a section titled "TRIP OVERVIEW". On the left, there are links for "I want to..." with sub-links for "Print Itinerary", "E-mail Itinerary", and "Go to". The main content area contains the following information: "Trip Name: Trip from Seattle to Memphis", "Start Date: 2016, July 18", "End Date: 2016, July 25", "Created: 2016, July 08, William Never (Modified: 2016, July 08)", "Description: (No Description Available)", "Agency Record Locator: M78DPY", "Passengers: William.N Never", and "Total Estimated Cost: 549.20\$ USD". On the right side, there is a section titled "Add to your Itinerary" with icons for "Car", "Hotel", and "Wi-Fi". A red box highlights the "Add to your Itinerary" section. At the bottom, there is a blue box with an information icon and the text: "Airfare must be ticketed by an agent by: 2016-07-09 23:00 Pacific".

If last minute changes need to be made or if you need assistance while you are already in travel status, contact your agency's travel liaison for assistance. They have the authority to contact the travel agency to make the necessary changes to your trip.

Since the purchase of an airline ticket is an immediate charge to your state travel card, the card expense will still need to be paid even if you cancel your flight. Reference the **Paying the AL VISA in Advance** job aid to assist in the process. If the flight is canceled properly through Concur, the air carrier will have a credit on file to apply to a future flight.