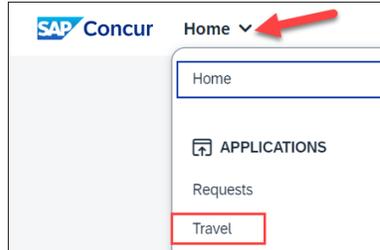


How to deal with a Cancelled Trip in Concur

Step 1: Cancel all reservation made for trip.

Within Concur- Cancelling or Changing Airline, Rental Car or Hotel Reservation

1. At the top of the Home page, click drop down arrow and select **Travel**.



2. On the **Upcoming Trips** tab, find the name of the trip you want to cancel. To cancel your entire trip, in the Action column, click **Cancel Trip**, and then click **OK**.

- When you cancel a trip, if your ticket is refundable, your ticket will be voided or refunded, as applicable. If your ticket is non-refundable, and you cancel it in accordance with the airline rules, an e- ticket will be retained that you can apply to future trips.
- **If you didn't book your trip using Concur or directly with Christopherson, you will need to contact the appropriate website or vendor directly to cancel those reservations.**

Trip Name/Description	Status	Start Date	End Date	Action
Alliance 2020 airfare. (77HQMW) Alliance 2020	Ticketed	03/28/2020	04/01/2020	Cancel Trip

3. To change a trip, to must click on the Trip Name, on the right had side of the trip legs you will click **Change Trip**.

- Flight changes are available for e-tickets that include a single carrier. If the trip is already ticketed but has not occurred, you can change the time and/or date of the flight. Your change options will be with the same airline and routing.
- On the Itinerary page, select the portion of the trip you want to change.

Trip Name/Description	Status	Start Date	End Date	Action
CSU Business Conference 2024 (NIMCLV)	Ticketed	05/06/2024	05/12/2024	Cancel Trip Expense Trip

Reservations	
Monday, May 06, 2024	
 Flight Sacramento, CA (SMF) to Long Beach, CA (LGB)	Change
Southwest 2776	

Step 2: Cancel Request in Concur

1. At the top of the Home page, click **Request**. Navigate to the request you would like to cancel. It will be under the Active Requests or Approved Requests library. Click the name of the request to open.

The screenshot shows the SAP Concur 'Manage Requests' interface. On the left, the 'Request Library' is displayed, showing a card for '2024 CSU Biz Conf' with a value of '\$2,098.00' and a status of 'Approved'. A dropdown menu is open, showing options like 'Active Requests', 'Not Submitted', 'Pending Approval', 'Approved', 'Cancelled', 'Closed', and 'All Requests'. On the right, a table lists requests with columns for 'Request Name', 'Status', 'Request Dates', 'Requested', 'Approved', and 'Remaining amount'. The first row is '2024 CSU Biz Conf' with ID 'DVLN', status 'Approved', dates '02/14/2024', and a remaining amount of '\$2,098.00'. A red arrow points to the 'Request' menu item at the top, and another red arrow points to the request name in the table with the text 'Click on the name to open the Request'.

2. Click **More Actions > Cancel Request**.

The screenshot shows the details page for the '2024 CSU Biz Conf' request. The request is approved and has a value of '\$2,098.00'. A 'More Actions' dropdown menu is open, showing options: 'Copy Request', 'Cancel Request', and 'Close Request'. The 'Cancel Request' option is highlighted with a red box. Other buttons include 'Create Expense Report', 'Request Details', 'Print/Share', and 'Attachments'. The page also shows 'EXPECTED EXPENSES' and a 'Request ID: DVLN'.

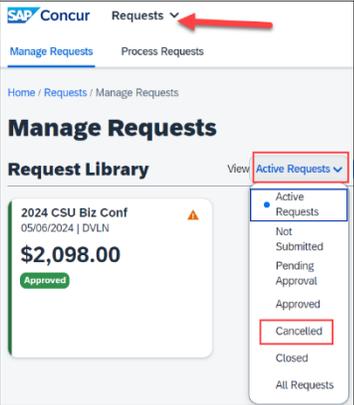
3. In the pop-up Cancel Request box, enter the reason for the cancellation and if any refunds were given.

The screenshot shows a 'Cancel Request' dialog box. It contains a text area for entering a comment, with the placeholder text 'Add a comment to explain why you are cancelling the request. Then click OK to confirm the cancellation.' Below the text area is a 'Cancel' button and an 'OK' button. The text area is highlighted with a red box.

Step 3: Complete an Expense Report for any items purchased with the University card & any fees incurred by the Cancellation

(Airfare & fees, registration, or hotel costs associated with the cancelled trip)

1. At the top of the Home page, click **Request**.
2. Click the drop-down arrow on right of Active Requests and select **Cancelled**.
3. To create the expense report, navigate to the cancelled request. Click the **name** of the request to open.
4. Click **Create Expense Report**.



Request Name↑↓	Status↑↓	Request Dates↓↑	Requested↑↓	Approved↑↓	Remaining amount↑↓
2024 CSU Biz Conf ID: DVLN	Appr...	02/14/2024			\$2,098.00

Click on the name of the canceled Request

2024 CSU Biz Conf \$2,098.00 More Actions ▾ Create Expense Report

Cancelled | Request ID: DVLN

5. Click on the name of the Report Number to add a comment to the Report **Comments To/From Approvers/Processors**. Scroll to the bottom to find the comments box.
 - Enter reason for cancellation.
 - Click **Save**.

Comments To/From Approvers/Processors 0/500

6. Click **Add Expenses** to enter all expense transactions onto Expense report.
 - **Important:** Include all expense related to the cancelled trip (airfare, airfare fees, hotel, and/or registration costs that were either university paid or out-of-pocket.
7. If you booked airfare in Concur or have any campus travel card transactions to expense will be found under **Available Expense**. Check the boxes and click **Add To Report**. You may be required to attach the receipt if you did not enable the e-receipt functionality.

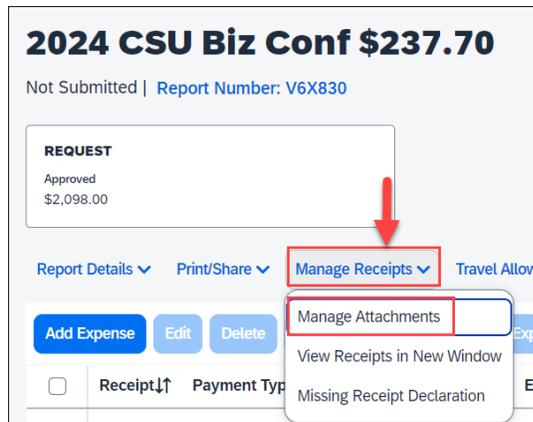
Add Expense ✕

2 Available Expenses + Create New Expense

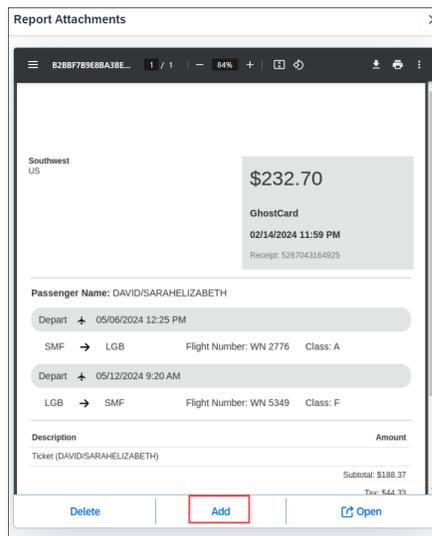
<input checked="" type="checkbox"/>	Paym... ↓↑	Expens... ↓↑	Expe... ↓↑	Vend... ↓↑	Date↓↑	Amount↓↑	
<input checked="" type="checkbox"/>	*Ghost Card-USBank	Corporate Card, E-Receipt	Airfare	Southwest	02/14/2024	\$232.70	...
<input checked="" type="checkbox"/>	*Ghost Card-USBank	Corporate Card	Airfare	AGENT FEE 890086046 4987	02/14/2024	\$5.00	...

Close Add To Report

8. Attach all supporting documentation including conference/trip cancellation notices, documentation about the refund/credit request and outcome, etc.
 - Attach as a receipt within the expense detail area or under **Receipts > Attach Receipt Images**.



- If receipts are already in the report, you will need to click **Add**.



9. Once all necessary expenses are added, click **Submit**.

