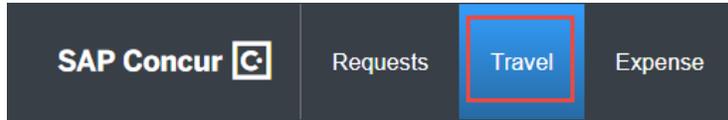# How to deal with a Cancelled Trip in Concur

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 **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.**
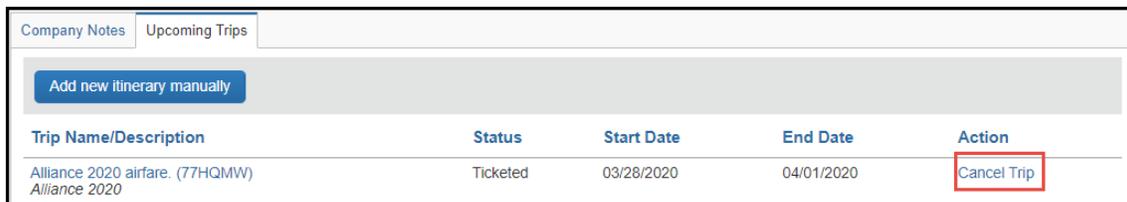

3.   To change a trip, in the Action column, click **Change Trip**.

- 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.
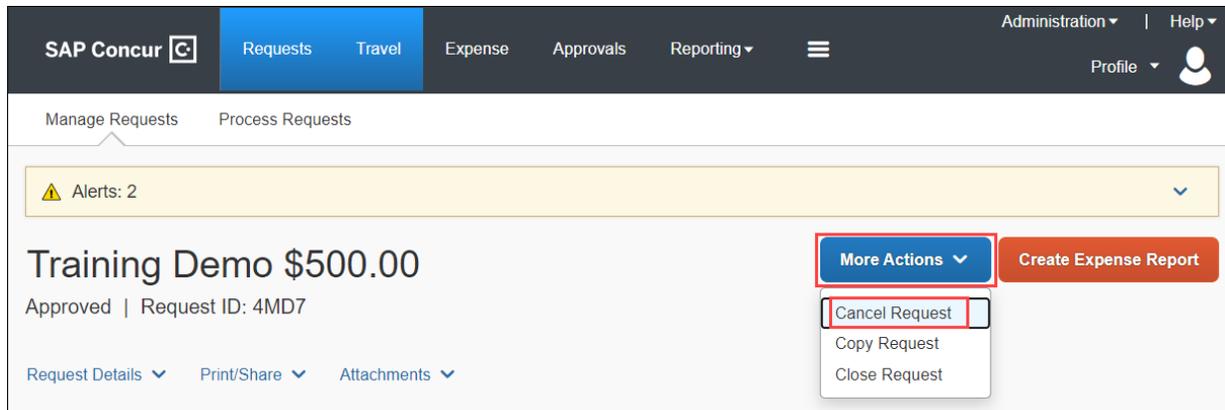
Step 2: Cancel Request in Concur

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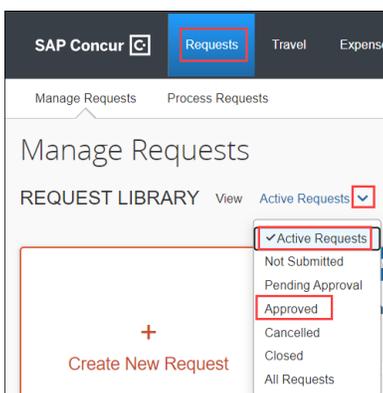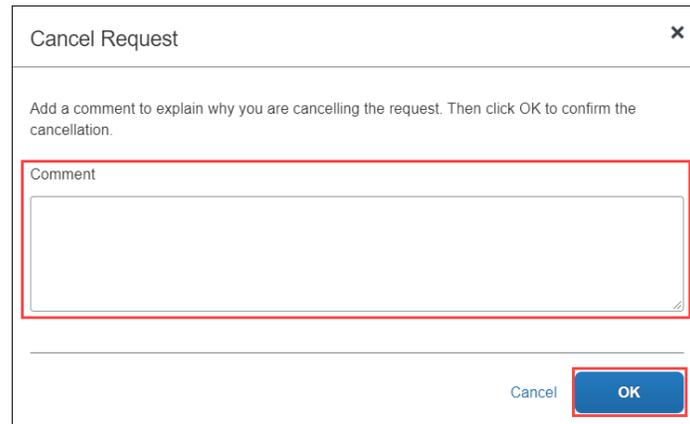
2.   Click **More Actions > Cancel Request**.

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

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.**
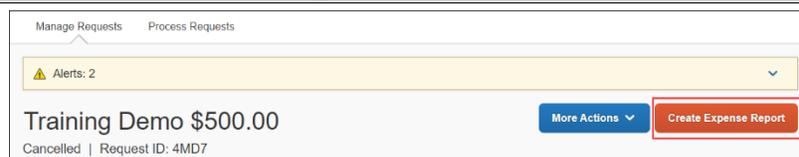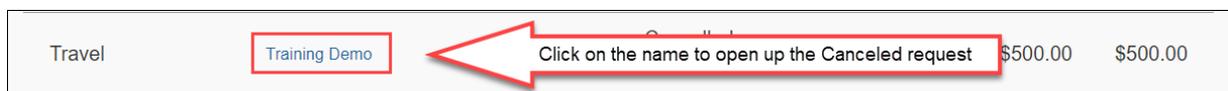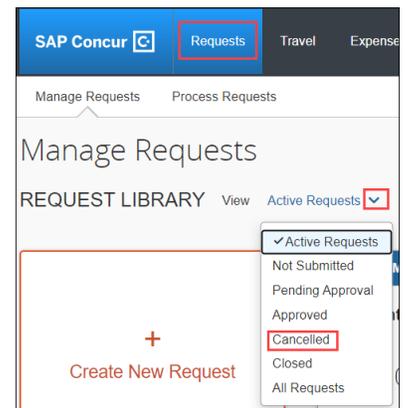
5. Click on the name of the report to add comments to the Report **Comments To/From Approvers/Processors.** Scroll to the bottom to find the comments box.

   - Enter reason for cancellation.

    - Click **Save**.

Report Header

Training Demo | $0.00

Total Amount Claimed

0.00

Comments To/From Approvers/Processors

Cancel   **Save**

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

24
Available Expenses

+
Create New Expense

	Payment Type ↑↓	Expense Type ↑↓	Vendor Details ↑↓	Date ≡	Amount ↑↓
☑	*CSU-USBank-CBCP	Airfare	SWA*GP_DEPST5	06/22/2022	$950.00
☑	*CSU-USBank-CBCP	Hotel/Lodging	AIRBNB HMRTXJSYNC	06/18/2022	$823.81

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**.
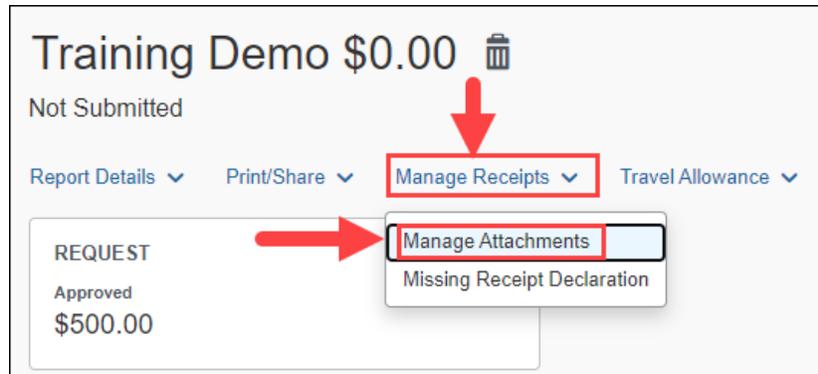
- If receipts are already in the report, you will need to click **Append.**
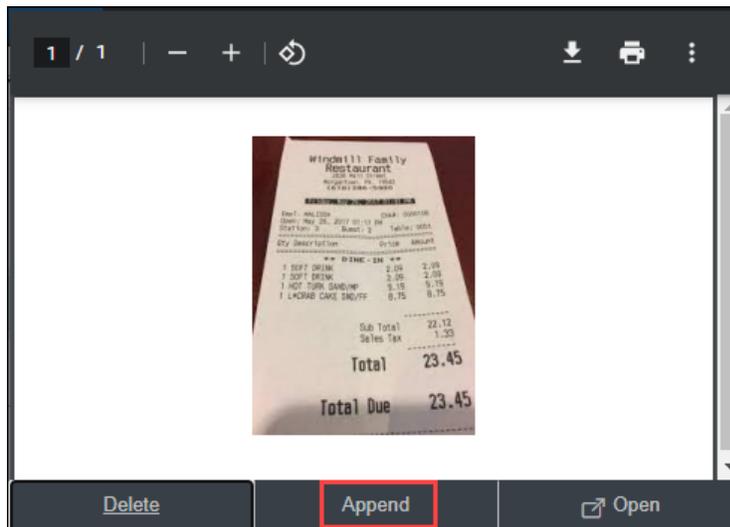
9. Once all necessary expenses are added, click **Submit.**