



## How to Cancel a Trip in Concur

To cancel a trip, go to the Travel tab, then Trip Library to view upcoming trips. Click the "Cancel Trip" link in the Action column for the trip.

Any business expenses incurred as a result of cancellation (fees, etc.) should be assigned to an expense report and processed. Airfare credits for cancelled trips will be listed in the traveler's profile and should be applied to the traveler's next trip. A credit can be transferred to another traveler by contacting CTM.

You will receive a popup notification with a warning. Please read the warning carefully, paying special attention to notifications regarding lodging. If the trip is cancelled on the day the trip is planned, you must contact the hotel directly to cancel lodging booked through Concur. To confirm trip cancellation, click "OK." You can also add comments for reporting purposes.

The next screen will have an area for comment. DO NOT add a comment here. Comments will result in an agency fee. Click "Send this trip to a travel agent to cancel" to finalize cancellation of the trip.

## How to Reconcile Airfare with an Unused Ticket Credit

When a trip is cancelled and a full unused ticket credit is issued for the airfare, the following steps need to be taken to reconcile that charge to the correct funding.

- Create and submit an expense report (ER) for any reimbursable expenses (excluding airfare) that need to be reconciled including any change/cancellation fees for the airfare.
- Create but do not submit a dummy ER for the airfare. This ER should be dated 10 months into the future. This prevents reminder emails from Concur. **Add the receipt to the report as the airline may require it for booking a new trip with the credit.**
- Once the ticket credit is used for a new trip, the airfare expense needs to be moved off the dummy ER (old trip) and moved to the new ER (new trip). The dummy ER can then be deleted.
- Once the new trip is completed, assign the remaining expenses and submit the ER. The airfare will now be charged to the funding associated to the trip to which it was applied.

When a trip is completed, but partial changes/cancellations resulted in a partial unused ticket credit, the following steps need to be taken to reconcile the charges, but ONLY if the trip is paid on restricted funds.

- Create an ER for the completed trip and include the airfare expense.
- Allocate the expense. The amount used for the completed trip is allocated to the trip funding. The amount received in an unused ticket credit must be allocated to a department fund one.
- Once the partial credit is used, add the airfare to the new trip's ER.
- Itemize the airfare expense. The credit amount is itemized to the fund one as a negative charge. The full airfare cost (pre-credit) is itemized to the trip's restricted fund. If the new trip is paid on the same department fund one to which it was previously allocated, then no itemizations are needed. The airfare can be expensed as is. If the new trip did NOT result in additional airfare costs (i.e. the credit covered the full cost of the airfare), then a JV needs to be processed to move the airfare from the fund one to the trip's restricted fund.