



# Canceled Travel - COVID 19

## 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.**

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

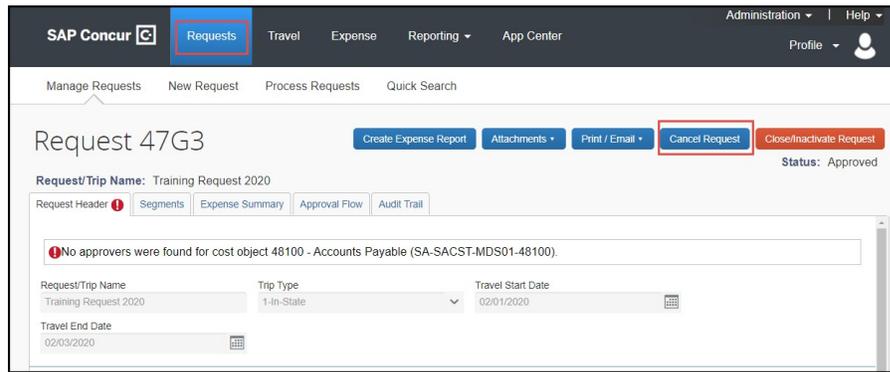
3. To change a trip, in the Action column, click **Change Trip**.
  - Flight changes are available for e-tickets that include a single carrier. If the trip is already ticketed but has not occurred, you can change the time and/or date of the flight. Your change options will be with the same airline and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

## Step 2: Cancel Request in Concur

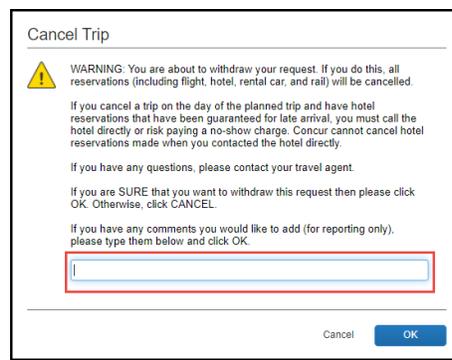
1. At the top of the Home page, click **Request**.

Request Name	Request ID	Status	Request Dates	Date Submitted	Total	Approved a...	Remaining ...	Action
CSU Business Conference 2020	43J4	Cancelled	04/10/2020 04/16/2020				34.50	Expense

2. Click anywhere in the request line to open the request you want to cancel. Click **Cancel Request**.



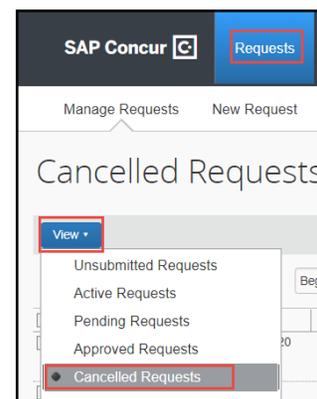
- In the pop-up Cancel Trip box under comments, enter the reason for the cancellation and if any refunds were given. *For COVID-19 reasons enter **COVID-19 Cancellation**.*



### Step 3: Complete an Expense Report for any items purchased with the using your Concur travel card & any fees incurred by the Cancellation

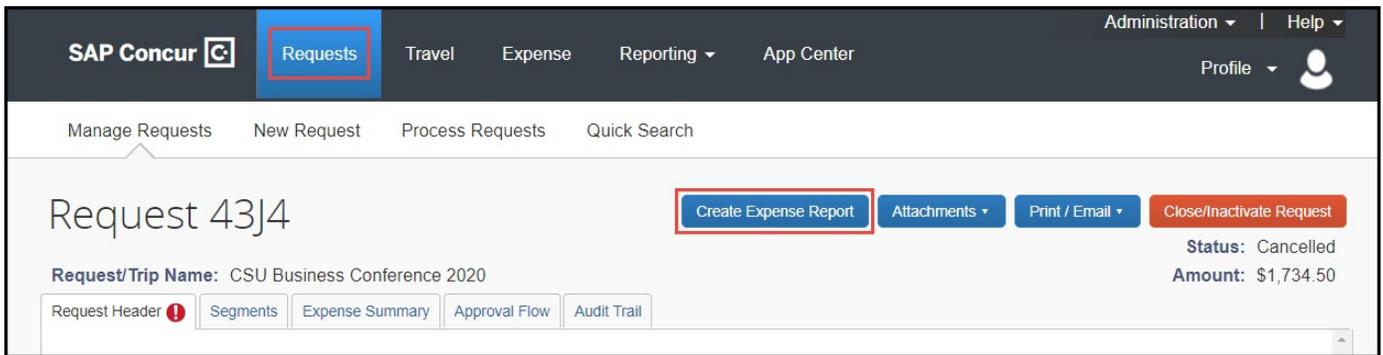
*(Airfare & fees, registration, or hotel costs associated with the cancelled trip)*

- At the top of the Home page, click **Request**.
- Click **View**, select **Cancelled Request**.
- To create expense report, in the Action column, click **Expense**.



<input type="checkbox"/>		CSU Business Conference 2020	43J4	Cancelled	04/10/2020	02/13/2020	\$1,734.50	\$1,734.50	\$1,734.50	<b>Expense</b>
					04/16/2020					

Or click into the cancelled Request and click **Create Expense Report**.



4.

In **Report Header** add comment in **Comments To/From Approvers/Processors**

- *If cancellation was due to COVID-19:*
  - **Step 1:** Type in the comment **COVID-19 Cancellation**

- **Step 2:** Click **Next**.

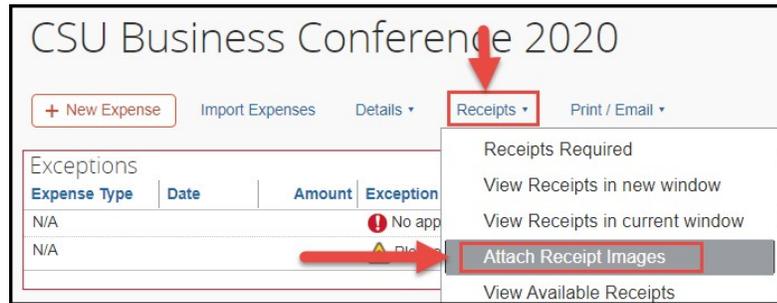
5. Enter in all expense transactions onto **Expense report**.

- **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).

6. Click **Import Expenses** if you booked airfare in Concur or have any Concur travel card transactions to expense by checking the boxes and dragging the expenses over to the left-hand side. You may be required to attach the receipt if you did not enable the e-receipt functionality.

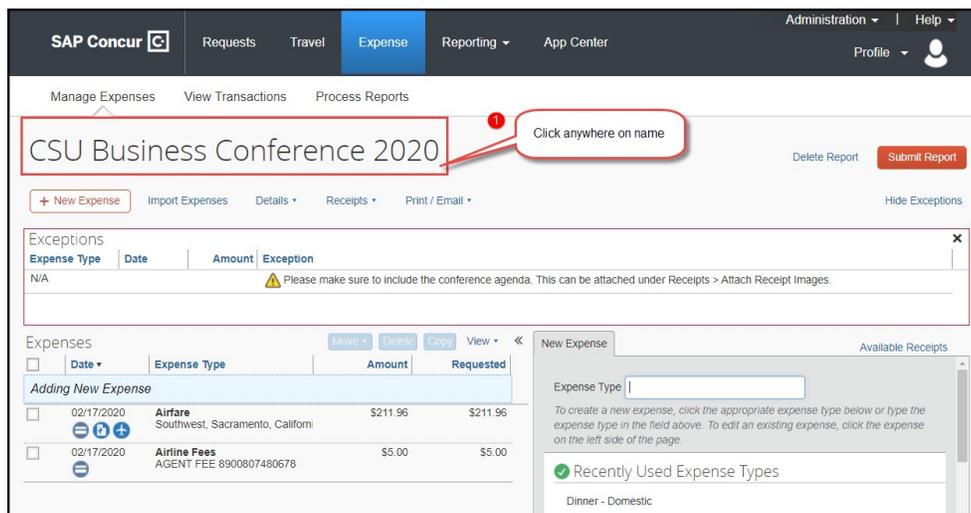


7. Attach all supporting documentation including conference/trip cancellation notices, documentation about the refund/credit request and outcome, etc.
  - Attach as a receipt within the expense detail area or under **Receipts>Attach Receipt Images**.



8. **\*\*\*Important: The following steps will need to be completed after all expenses have been added to the report. \*\*\***

- **Step 1: Click on Report Header Name**



- **Step 2: Type in COVID19 in Class code box to search for number. *Make sure to click on the code within the drop-down box to save number in this field.***

- Step 3: Click **Save**.

Report header for: TEST trip

Report Id A59E7F5E48FD4CF8BD78	Report Key 18641	Report/Trip Name CSU Business Conference 2020	Trip Type 1-In-State
Travel Start Date 04/10/2020	Travel End Date 04/16/2020	Are you travelling to a banned state? No	Traveler Type 2-Staff
Trip Purpose Conference	Personal Dates of Travel-If none enter NA NA	Comments To/From Approvers/Processors	
Business Unit 2 (SLCMP) SLCMP - Cal Poly S	Fund 3 (SL001) SL001 - 948-485 CSI	Department 4 (126500) 126500 - SBS-Proct	Program
Class 2 COV19	Project		

Type to search by:  
 Text  Code  
(Code) Text

(COV19) COV19 - COVID19

Embassy Suites 619-2392400, CA Hotel/Lodging 02/22/2019

**Save** Cancel

- Step 4: Click **Yes**.

- **Step 5: Click Submit.**

The screenshot shows the SAP Concur Expense report interface. At the top, there is a navigation bar with 'SAP Concur' logo, 'Requests', 'Travel', 'Expense' (highlighted), 'Reporting', and 'App Center'. On the right, there are links for 'Administration', 'Help', and 'Profile'. Below the navigation bar, there are tabs for 'Manage Expenses', 'View Transactions', and 'Process Reports'. The main header displays 'CSU Business Conference 2020' with a tooltip that says 'Click to edit report name and other details'. To the right of the header, there are buttons for 'Delete Report' and 'Submit Report' (highlighted with a red box). Below the header, there are buttons for '+ New Expense', 'Import Expenses', 'Details', 'Receipts', and 'Print / Email'. A 'Show Exceptions' button is also visible. The main content area is divided into two sections: 'Expenses' and 'New Expense'. The 'Expenses' section contains a table with columns for 'Date', 'Expense Type', 'Amount', and 'Requested'. The 'New Expense' section contains a form with an 'Expense Type' field and a list of 'Recently Used Expense Types'.

Date	Expense Type	Amount	Requested
02/17/2020	Airfare Southwest, Sacramento, Californ	\$211.96	\$211.96
02/17/2020	Airline Fees AGENT FEE 8900807480678	\$5.00	\$5.00