

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.

Company Notes Upcoming Trips									
Add new itinerary manually									
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, 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	Click anywhere in request line to open up the request		a4.50 34.50	Expense	
			04/16/2020					

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

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SAP Concur	C R	equests	Travel	Expense	Reporting -	 App Center 		Profile 🗕 💄
Manage Reques	ts New F	Request	Process R	Requests	Quick Search			
Request Request/Trip Nan	47G3	Bequest 202	0	Cre	ate Expense Report	Attachments •	Print / Email • Cancel Reques	Close/Inactivate Request Status: Approved
Request Header 🌗	Segments	Expense Sum	mary App	oroval Flow	Audit Trail			
No approvers	were found f	or cost objec	t 48100 - <i>I</i>	Accounts Pa	yable (SA-SACS	T-MDS01-48100).		[
Request/Trip Name			пр Туре			Travel Start Date	_	
Training Request 20			1-In-State		~	02/01/2020		
Travel End Date								

3. 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.*

Â	WARNING: You are about to withdraw your request. If you do this, all reservations (including flight, hotel, rental car, and rail) will be cancelled.							
	If you cancel a trip on the day of the planned trip and have hotel reservations that have been guaranteed for late arrival, you must call the hotel directly or risk paying a no-show charge. Concur cannot cancel hote reservations made when you contacted the hotel directly.							
	If you have any questions, please contact your travel agent.							
	If you are SURE that you want to withdraw this request then please click OK. Otherwise, click CANCEL.							
	If you have any comments you would like to add (for reporting only), please type them below and click OK.							
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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)

1.	At the top of the Ho	me page	., click Req	uest.		SAP C	oncur 🖸	Requests	
2.	Click View , select C a	ancelled	Request.					Ticquoto	
3.	To create expense ro	eport, in	the Action	ו column, cli	ck Expense .	Manage Cance Unsubi Active Pendir Appro	Requests Ne elled Re mitted Requests Requests rg Requests ved Requests led Requests	W Request	
	CSU Business Conference 2020	43J4	Cancelled	04/10/2020	02/13/2020	\$1,734.50	\$1,734.50	\$1,734.50	Expense
				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

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Manage Expenses V	liew Transactions Pro	cess Reports						
Create a New	/ Expense F	Report						
Report Header Report Key	Report/Trip Name CSU Business Conf	T erence 2020	rip Type 1-In-State	~	Travel Start 04/10/202	Date		ļ
Travel End Date 04/16/2020	Are you travelling to a	banned state?	raveler Type 2-Staff	~	Trip Purpos Conference	ce 🗸		
Personal Dates of Travel-If none e 4/10-12	Comments To/From enter NA Approvers/Processors	; on						
Business Unit	Fund		epartment (48100) 48100 -	Accounts Pa	Program	~		
Class	Project	×	()					
Requests								
		1000					Add Rem	ove
Request Name	Request ID	Cancelle	d	Reque	st Total	Amount Approved	Amount Remai	ning
CSU Business Conferen	43J4	Yes		S	,734.50	\$1,734.50	\$1,73	34.50
						6	Next >>	Cancel

- 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**

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CS	SU Bus	iness Confere	nce 202		{	Click anywhere on name Delete Report	Submit Report	
Exce Exper	eptions nse Type Dat	e Amount Exception	make sure to include	the conference ag	enda	la. This can be attached under Receipts > Attach Receipt Images.	×	
Expe	enses		Move • Delete	Copy View •	«	New Expense Availa	able Receipts	
	Date •	Expense Type	Amount	Requested		Produc	*	
Addi	ng New Expens	30				Expense Type		
	02/17/2020	Airfare Southwest, Sacramento, Californi	\$211.96	\$211.96	70 To create a new expense, click the appropriate expense type below or type the expense type in the field above. To edit an existing expense, click the expense type in the field above. To edit an existing expense, click the expense of the scene of			
	02/17/2020	Airline Fees AGENT FEE 8900807480678	\$5.00	\$5.00		Recently Used Expense Types		
						Dinner - Domestic		

• Step 2: Type in <u>COV19</u> 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.

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• Step 5: Click Submit.

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CSU Business Conference 2020. Click to edit report name and other details Delete Report										
(+1	+ New Expense Import Expenses Details • Receipts • Print / Email • Import Expense Show Except									
Expe	enses		Move • Delete	Copy View •	New Expense	Available Receipts				
	Date •	Expense Type	Amount	Requested		*				
Addi	ng New Expens	50			Expense Type					
	02/17/2020	Airfare Southwest, Sacramento, Californ	\$211.96	\$211.96	To create a new expense, click the appropriate expense type below or type the expense type in the field above. To edit an existing expense, click the expense on the last cide of the name					
	02/17/2020	Airline Fees AGENT FEE 8900807480678	\$5.00	\$5.00	Recently Used Ex	pense Types				