CANCELED TRAVEL - COVID 19

Step 1: Cancel all reservation made for trip.

Within Concur- Canceling 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**.

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

**Step 3: Complete an Expense Report for any items purchased with the**

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

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

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

   ![Image showing how to 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**.

- **Step 4:** Click **Yes**.
- Step 5: Click Submit.