### Concur Trip Cancellation Guide

**DATE OF LAST UPDATE**  
March 13th, 2020  
**LAST UPDATED BY**  
Kearney Vander Sal

<table>
<thead>
<tr>
<th>STEP</th>
<th>ACTIVITY</th>
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<tr>
<td><strong>First,</strong> log into SAP Concur. Click on Travel at the top of the screen.</td>
<td><img src="image" alt="SAP Concur screen" /></td>
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<td><strong>On the Upcoming Trips tab,</strong> find the name of the trip you want to cancel.</td>
<td><img src="image" alt="SAP Concur screen" /></td>
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<td><strong>To Cancel your entire trip,</strong> in the Action column, click Cancel Trip, and then click OK.</td>
<td><img src="image" alt="SAP Concur screen" /></td>
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**Please note:**  
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.
Next, click on “Requests” up at the top of the screen.

Click into the request you want to cancel.

**Please add “Covid-19” in the comments box.** This will help us to track all canceled trips.

Click on “Cancel Request”.

If you have non-refundable charges associated with this request, you will still need to complete an Expense report.

Start by clicking on Requests at the top. Then click on the blue “View” button to select, “Cancelled Requests.”

To start an expense report, click on “Expense” in the Action column.

Complete your Expense report as normal.

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**Important:** Don’t place airfare purchased with personal card onto this expense report. This cost will only be reimbursed if airline credit was used for another university business trip. Reimbursement for the original purchase will take place on the expense report where the credit was used. Please make sure to keep original airfare receipt as you will need it to serve as proof of payment for the credit exchange.