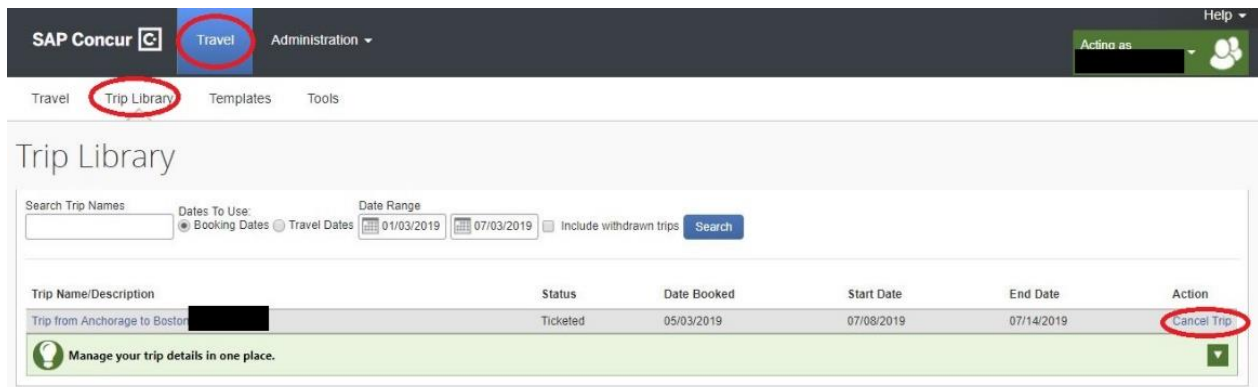


UAA Travel Tips and Tricks

Canceling & Modifying Trips in Concur

Cancel a Trip: Follow these steps to cancel any itinerary booking established through Concur. Once all flights and reservations are cancelled, there may still be fees or penalties for cancellation. Any business expenses incurred as a result of cancellation 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.

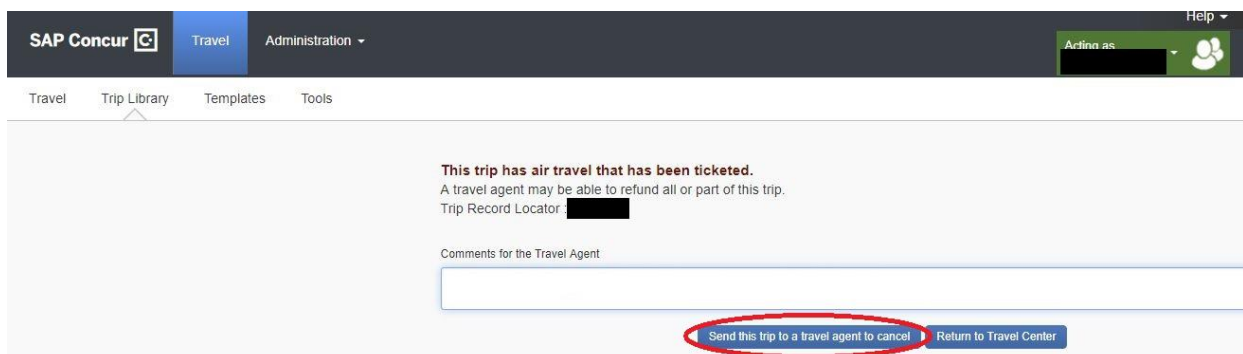
Go to the Travel Tab, then Trip Library to view upcoming trips. Click the "Cancel Trip" link on the trip you need to cancel:



The screenshot shows the SAP Concur interface. The top navigation bar includes 'SAP Concur', 'Travel', and 'Administration'. The 'Travel' tab is selected, and 'Trip Library' is highlighted in the sub-navigation. Below the navigation, there is a search area with fields for 'Search Trip Names', 'Dates To Use' (Booking Dates or Travel Dates), and 'Date Range' (01/03/2019 to 07/03/2019). A table lists a trip: 'Trip from Anchorage to Boston' with status 'Ticketed', booked on 05/03/2019, starting on 07/08/2019, and ending on 07/14/2019. The 'Action' column for this trip has a 'Cancel Trip' link circled in red. A green bar below the table says 'Manage your trip details in one place.' with a checkmark icon.

You will receive a popup notification with a warning. Please read the warning carefully, paying special attention to the 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 comment here. Comments here will result in an agency fee. Click "Send this trip to a travel agent to cancel" to finalize cancellation of the trip.



The screenshot shows the cancellation confirmation screen. The top navigation bar is the same as the previous screenshot. The main content area contains a warning: 'This trip has air travel that has been ticketed. A travel agent may be able to refund all or part of this trip. Trip Record Locator: [redacted]'. Below this is a text input field labeled 'Comments for the Travel Agent'. At the bottom, there are two buttons: 'Send this trip to a travel agent to cancel' (circled in red) and 'Return to Travel Center'.

UAA Travel Tips and Tricks

Modify a Trip: Do not Recall the approved Request. This could affect bookings made in our system. Instead, contact Corporate Travel Management and request your ticket dates be changed to reflect the new event dates. Changes made to a trip after the Request is approved and Travel Booking is complete will be reflected on the Expense Report instead.

FAQ: If a trip cancellation results in an airfare credit, and the traveler does not travel again in the relatively near future, is there a way to transfer the airline credit to other travelers?

A: Yes, CTM can use the credit from one traveler for another. When you are ready to use the credit, contact CTM to book or use the Agent Notes during booking to indicate a credit needs to be applied from another traveler. The airfare will incur a name change fee, but that is typically more cost friendly than losing the credit entirely.

Corporate Travel Management (CTM)

Local office:

(907) 786-0107

ua@travelctm.com

Toll free/emergency afterhours:

(833) 500-4292

If you have any travel questions please contact:

UAA Accounts Payable & Travel

Travel Auditor, Kathy Lardner

907-786-1444

UAA Travel Tips and Tricks