



Cancelling Reservations and Requests



Overview

How to Cancel Reservations and Requests

When travel plans change, they often result in reservation and request cancellations. The cancellation process in MyTravel is a two-step process requiring action in the travel module for reservations as well as in the request module for the document.

Step 1 cancels the reservations and travel segments.

Step 2 cancels the request document and finalizes the action.

Noteworthy Information

- Canceling the request alone does not cancel travel reservations (i.e. hotel, rental car, airfare)
- When in doubt, call MyTravel Support 844-308-6880; press option #2 for TMC assistance

Bonus

- At the end of the document, there are steps on how to close and inactivate requests to help avoid cluttering your requests

Scenario

I no longer need to go on TDY but my Request and Reservations are still active in MyTravel. What are the proper steps to cancel my reservations and request?

Step 1: Cancel Reservations

1. Navigate to the Travel module by clicking “Travel” on the header menu bar.

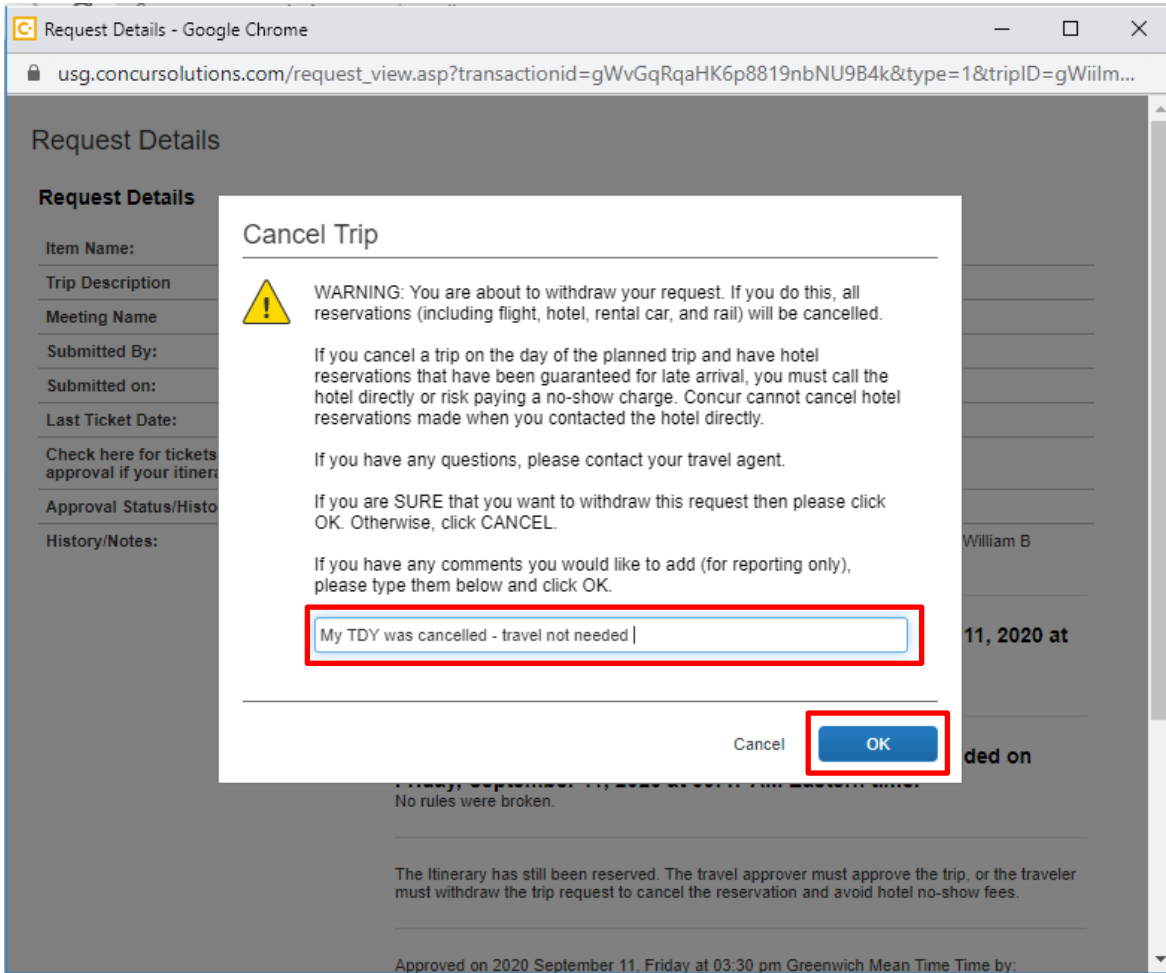
The screenshot shows the SAP Concur home page. The header menu includes 'Requests', 'Travel' (highlighted with a red box), 'Expense', and 'App Center'. The user is logged in as William. The dashboard shows statistics for 'Start a Request', 'Start a Report', 'Upload Receipts', '08 Authorization Requests', '55 Available Expenses', and '14 Open Reports'. The main content area includes a 'TRIP SEARCH' section with a dropdown menu for 'My TDY location is not an Army military installation TEST', a 'START HERE to Request and Book Travel' button, and a 'Mixed Flight/Train Search' section. An 'ALERTS' section contains a message about Tript Pro subscription eligibility. A 'COMPANY NOTES' section contains a welcome message for the CCPS Environment and an attention notice regarding email delivery issues.

2. Under “Upcoming Trips,” locate the trip you would like to cancel, and then click the “Cancel Trip” hyperlink under “Actions.”

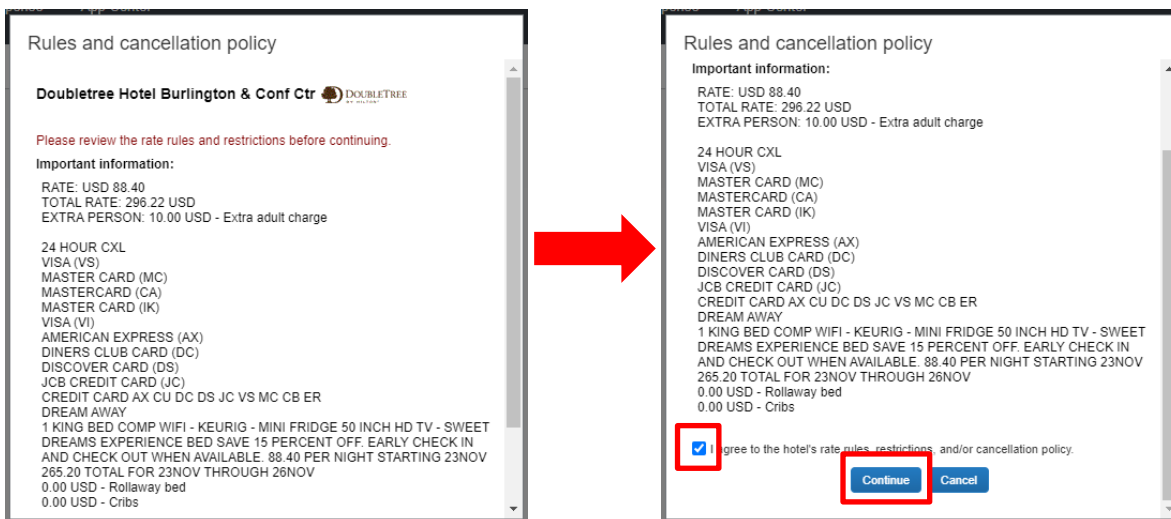
The screenshot shows the SAP Concur 'Travel' page. The header menu includes 'Requests', 'Travel' (highlighted with a blue box), 'Expense', and 'App Center'. The user is logged in as William. The main content area includes a 'TRIP SEARCH' section, a 'Travel Alerts' section, and a 'Travel Alerts' section with tabs for 'Company Notes', 'Upcoming Trips', and 'Remove Trips'. The 'Upcoming Trips' section displays a table of trips with columns for 'Trip Name/Description', 'Status', 'Start Date', 'End Date', and 'Action'. The 'Action' column for the trip 'Trip from Washington to Burlington (UOSINR) (43JYD)' has a 'Cancel Trip' link highlighted with a red box. A green banner at the bottom encourages users to use Tript Pro to organize travel plans.

Trip Name/Description	Status	Start Date	End Date	Action
TDY LAX (TSTTFK) (43JJU)	Withdrawn	09/20/2020	09/22/2020	
TDY LAX 2 (TEFNRD) (43JK7) Conference	Needs Expense Report Withdrawn	09/27/2020	09/30/2020	Cancel Trip Expense Trip
Trip from Washington to Tokyo (CTUZIN) (43JMH)	Needs Expense Report Withdrawn	10/04/2020	10/06/2020	Cancel Trip Expense Trip
OCONUS PER DIEM TEST (ZULWLG) (43JMJ)	Needs Expense Report Withdrawn	10/08/2020	10/12/2020	Cancel Trip Expense Trip
Trip from Washington to Burlington (UOSINR) (43JYD)	Ticketed	11/23/2020	11/26/2020	Cancel Trip Expense Trip

3. A new window opens with a “Cancel Trip” pop-up. If you would like to add comments for canceling the trip, add them to the text field then click “OK.” Comments are not required.



4. If your reservations included a hotel, you may see a popup to review the rate rules and restrictions. Scroll down, select the check box agreeing to the rules and restrictions then click continue.



- The next screen lands on the Request linked to the travel reservations just canceled. Click “Request Details” then “Travel Itinerary Details” to confirm the reservations or travel segments have been canceled.

Manage Requests

Trip from Washington to Burlington \$1,124.90 More Actions Create Expense Report

Approved | Request ID: 43JYD

Request Details Print/Share Attachments

Request

Request	Details	Date	Amount	Requested
Request Header				
Request Timeline				
Audit Trail		11/26/2020	\$35.00	\$35.00 <small>Allocated</small>
Linked Add-ons				
Travel Itinerary details		11/26/2020	\$20.00	\$20.00 <small>Allocated</small>
View request				
M and IE Allowance	South Burlington, Vermont	11/26/2020	\$248.50	\$248.50 <small>Allocated</small>
Air Ticket (Self Booked)	Washington (IAD) - Washington (DCA) : Multi City	11/23/2020	\$556.20	\$556.20 <small>Allocated</small>
Hotel Reservation (Self Booked)	Burlington, Vermont	11/23/2020	\$265.20	\$265.20 <small>Allocated</small>
Estimated Total: \$1,124.90				

- When the reservations or travel segments are canceled, you will see the message below. Next step is to cancel the document.

Travel Itinerary - Google Chrome

usg.concursolutions.com/travelwizard/twltinView.asp?sid=gWiilmNNRS\$px5g5bN3RV2IOK2Tbyjw&isTR=y&...

Travel Itinerary

There are no segments in your itinerary (record locator: UOSINR).
Reservation systems only store itineraries for a short period of time after the trip has ended, however, we store historical information in our reporting tables.
[View trip summary report](#)

Close

Step 2: Cancel Requests

1. In the request document, select the “More Actions” button then click “Cancel Request.”

Manage Requests

Trip from Washington to Burlington \$1,124.90

Approved | Request ID: 43JYD

Request Details | Print/Share | Attachments

EXPECTED EXPENSES

Expense type	Details	Date	Amount	Requested
Airline Fees		11/26/2020	\$35.00	\$35.00 Allocated
Public Transportation		11/26/2020	\$20.00	\$20.00 Allocated
M and IE Allowance	South Burlington, Vermont	11/26/2020	\$248.50	\$248.50 Allocated
Air Ticket (Self Booked)	Washington (IAD) - Washington (DCA) : Multi City	11/23/2020	\$556.20	\$556.20 Allocated
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Estimated Total: \$1,124.90				

2. Confirm canceling the request document by clicking “Yes” in the popup.

Confirm

Are you sure you want to cancel this request?

No Yes

3. Confirm the status of the document is updated to “Cancelled”

Manage Requests

Trip from Washington to Burlington \$1,124.90

Cancelled | Request ID: 43JYD

Request Details | Print/Share | Attachments

EXPECTED EXPENSES

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Air Ticket (Self Booked)	Washington, District of Columbia - Washington, District of Columbia	11/23/2020	\$556.20	\$556.20 Allocated
Hotel Reservation (Self Booked)	Burlington, Vermont	11/23/2020	\$265.20	\$265.20 Allocated

Congratulations! You have learned the two-step process to canceling reservations and requests in MyTravel!

Bonus: Close and Inactivate Requests

NOTE: Travelers should use Close and Inactivate on previously approved requests when no further action (i.e. expense report) is necessary. This prevents documents from accumulating or cluttering the request module.

1. Open the document you would like to close/inactivate – the document must have an approval stamp.

Manage Requests

TDY LAX \$996.92
Approved | Request ID: 43JJU

Request Details | Print/Share | Attachments

EXPECTED EXPENSES

Expense type	Details	Date	Amount	Requested
M and IE Allowance.	Los Angeles Intl (Airport - LAX), Los Angeles, California	09/22/2020	\$165.00	\$165.00 <small>Allocated</small>
POV Mileage		09/22/2020	\$34.50	\$34.50 <small>Allocated</small>
Air Ticket (Self Booked)	Washington, District of Columbia - Washington, District of Columbia	09/20/2020	\$382.68	\$382.68 <small>Allocated</small>
Car Rental (Self Booked)	Los Angeles, California - Los Angeles, California	09/20/2020	\$88.94	\$88.94 <small>Allocated</small>
Hotel Reservation (Self Booked)	El Segundo, California	09/20/2020	\$325.80	\$325.80 <small>Allocated</small>

2. Select the “More Actions” drop down, then click “Close/Inactivate Request.”

Manage Requests

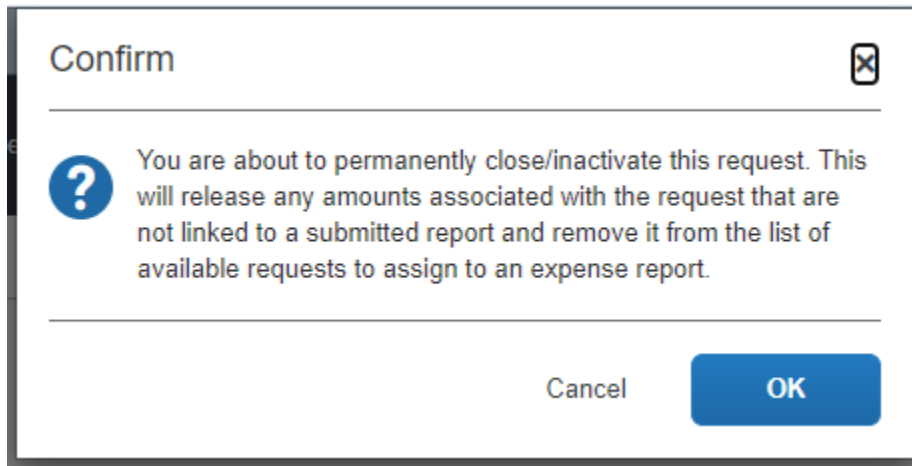
TDY LAX \$996.92
Approved | Request ID: 43JJU

Request Details | Print/Share | Attachments

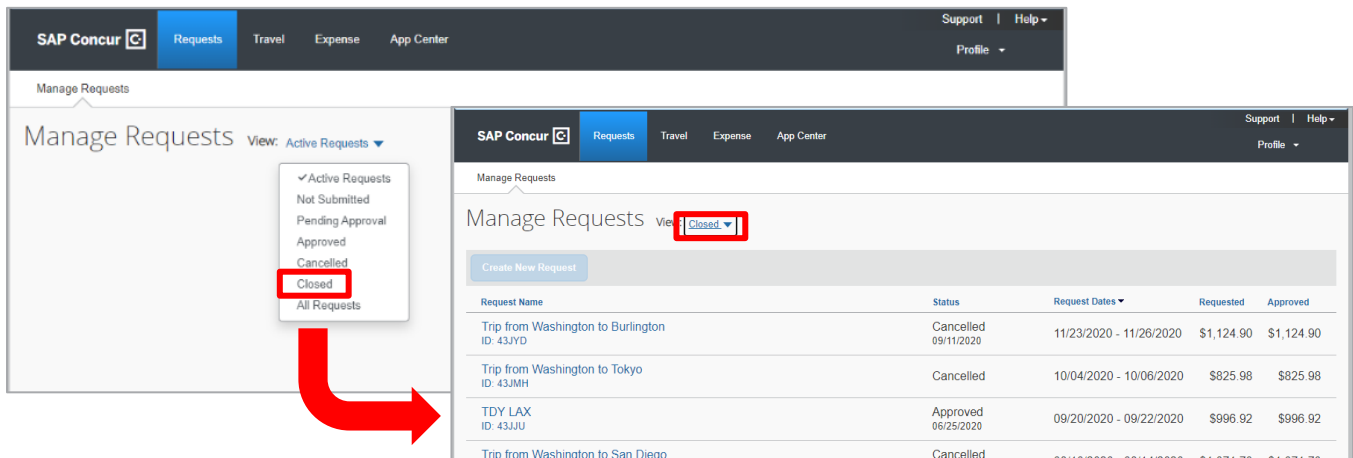
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3. A confirmation pop up will appear. Select “OK” if you are sure you want to close/inactivate the request.



4. Navigate to your Requests then click the drop down next to “View” and select “Closed.” Confirm the request you just closed/inactivated is here.



Congratulations! You have learned how to Close/Inactivate Requests that do not need any further action.