DefenseTravel
Management Office

Cancelling Reservations and Requests

*My*Travel

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

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Saved or printed copies may be obsolete.

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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

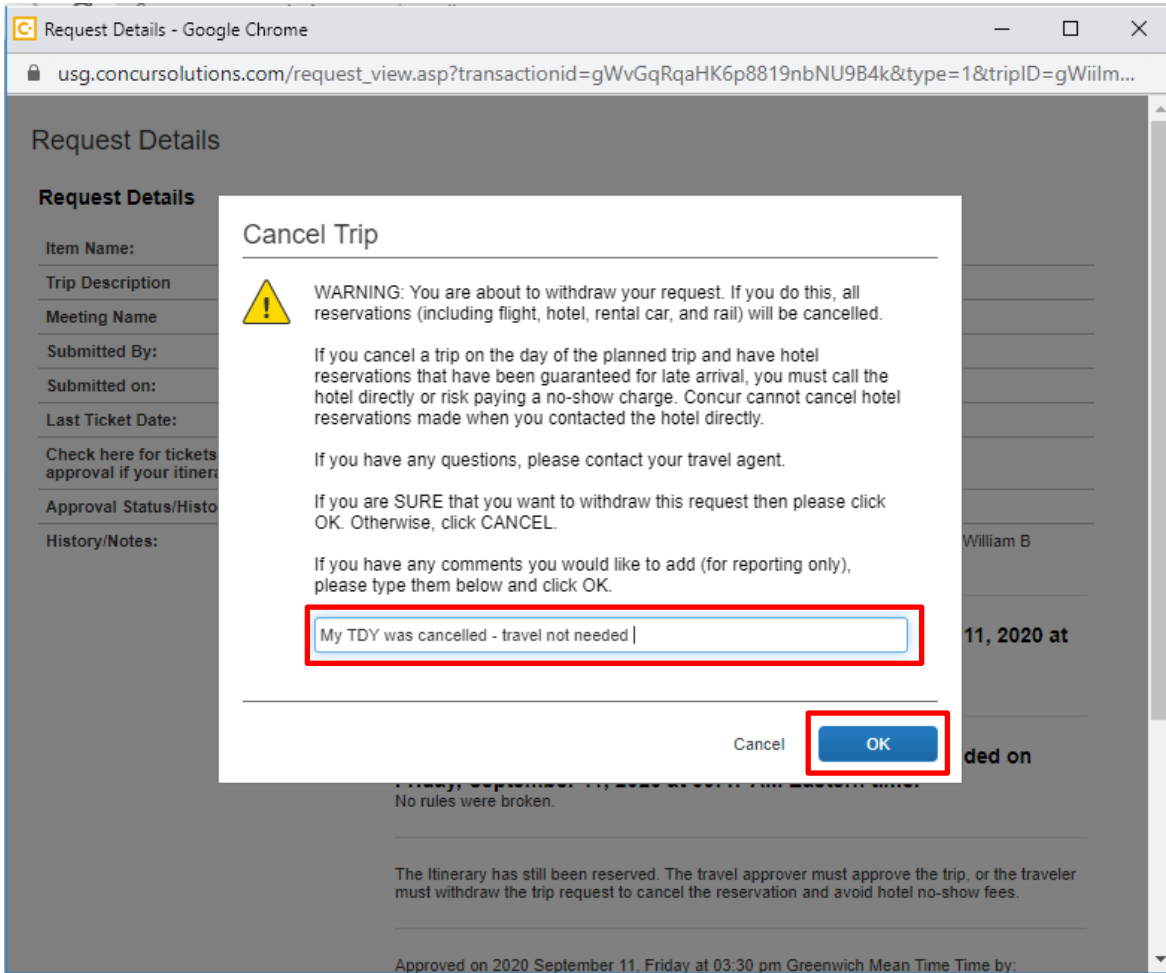1. Navigate to the Travel module by clicking "Travel" on the header menu bar.

2. Under "Upcoming Trips," locate the trip you would like to cancel, and then click the "Cancel Trip" hyperlink under "Actions."
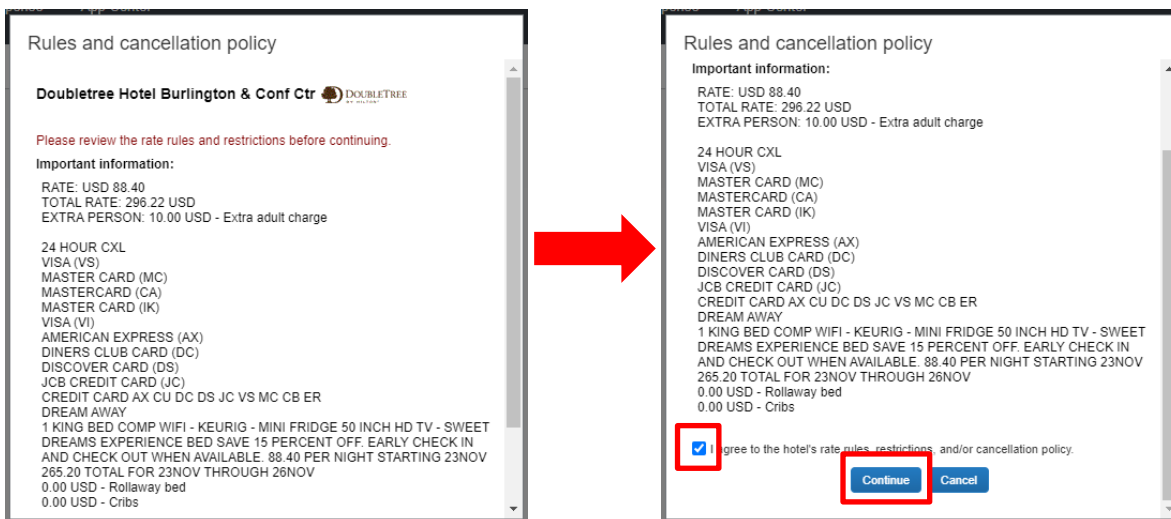
3. A new window opens with a "Cancel Trip" pop-up. If you would like to add comments for canceling the trip, add them to the text field then click "OK." Comments are not required.

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.

5. 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.

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

Step 2: Cancel Requests

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

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

3. Confirm the status of the document is updated to "Cancelled"

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.

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

3. A confirmation pop up will appear. Select "OK" if you are sure you want to close/inactivate the request.
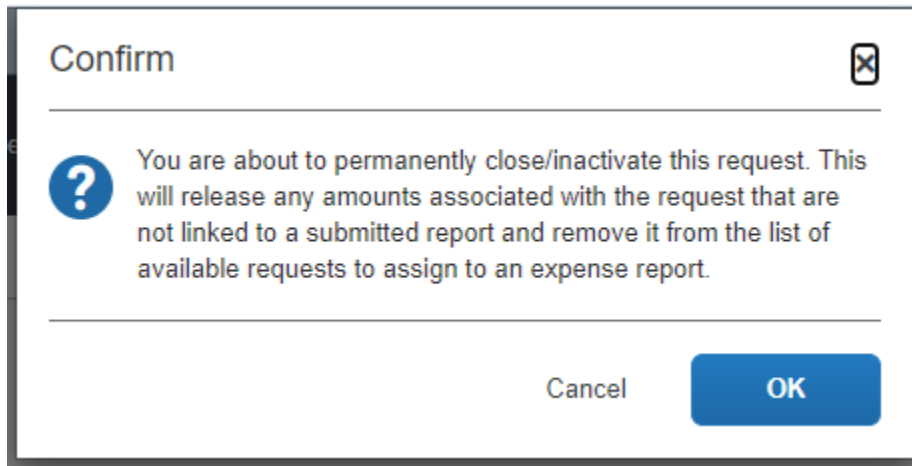
4. Navigate to your Requests then click the drop down next to "View" and select "Closed." Confirm the request you just closed/inactivated is here.
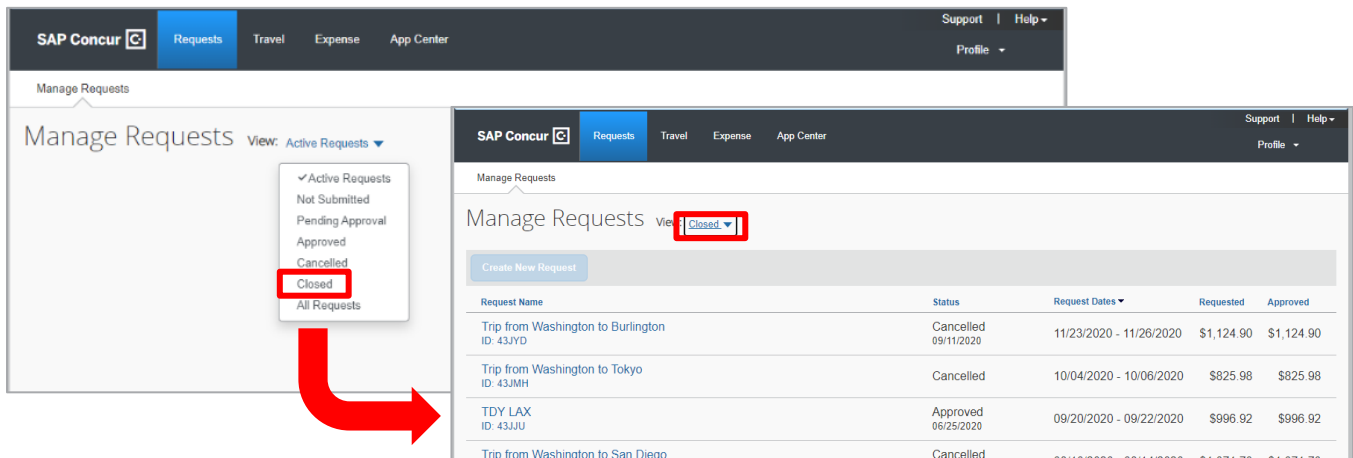
Congratulations! You have learned how to Close/Inactivate Requests that do not need any further action.