

## How to Cancel Your Entire Trip in Concur

Under your My Trips section on the Concur home page, click **More** for the trip you would like to cancel and then click **Cancel this trip**.

The screenshot shows the Concur home page with several sections: TRIP SEARCH, ALERTS, COMPANY NOTES, MY TRIPS (2), and FACTS & STATS. In the MY TRIPS section, there are two trip cards. The first card is for a 'Multi-Segment Trip' from NOV 18-19, titled 'Parks Trainings and Green Lodging'. A red arrow points from the 'More' dropdown menu of this card to a 'Status' pop-up window. The pop-up window shows the status as 'Ticketed' and has a 'Cancel this trip' link. The second card is for a 'Multi-Segment Trip' from DEC 15-16, titled 'DMV Trainings'.

A Warning message will pop up advising that you are about to withdraw your request and your entire reservation (including air, hotel, rental car and rail) will be cancelled. Select **OK** if you wish to proceed in cancelling your reservation.

The screenshot shows the 'Request Details' page with a 'Cancel Trip' dialog box overlaid. The dialog box contains a warning message: 'WARNING: You are about to withdraw your request. If you do this, all reservations (including flight, hotel, rental car, and rail) will be cancelled.' It also provides instructions: 'If you cancel a trip on the day of the planned trip and have hotel reservations that have been guaranteed for late arrival, you must call the hotel directly or risk paying a no-show charge. Concur cannot cancel hotel reservations made when you contacted the hotel directly. If you have any questions, please contact your travel agent. If you are SURE that you want to withdraw this request then please click OK. Otherwise, click CANCEL. If you have any comments you would like to add (for reporting only), please type them below and click OK.' There is a text input field for comments and 'OK' and 'Cancel' buttons at the bottom of the dialog box. The background shows the 'Request Details' page with fields for Item Name, Trip Description, Meeting Name, Submitted By, Submitted on, Approval Status/History, and History/Notes. There is also a 'Hotel Rule Violation' section at the bottom.

If your trip included a hotel reservation, you will need to agree to the hotel's rate details and cancellation policy. Select the checkbox and click **Continue**.

Travel Arrangers Trip Library

Rate details / Cancellation policy

**Hampton Inn San Marcos**

Please review the rate rules and restrictions before continuing.

The hotel provided the following information:

RATE: USD 169.00 \*\*\* **NEW RATE** \*\*\*  
TOTAL RATE: 169.00 TOTAL FOR 15DEC THROUGH 16DEC  
EXTRA PERSON: \$0.00

CANCEL 24 HOURS PRIOR TO ARRIVAL  
24 HR CANCEL REQUIRED  
CREDIT CARD  
ALL RESERVATIONS MUST BE GUARANTEED WITH A MAJOR CREDIT CARD OR  
ADVANCE CASH DEPOSIT TO HOTEL REGARDLESS OF TIME OF ARRIVAL.  
ALL RESERVATIONS MUST BE CANCELLED 24HRS PRIOR TO ARRIVAL  
HOST  
TIME UNLESS DEPOSIT REQUIRED.  
**1NT DEPOSIT REQUIRED SEASONALLY. CHECK AVAILABILITY. CANCEL 72 HOURS PRIOR TO ARRIVAL IF DEPOSIT IS REQUIRED.**  
169.00 TOTAL FOR 15DEC THROUGH 16DEC

I agree to the hotel's rate rules, restrictions, and/or cancellation policy.

[Continue](#) [Cancel](#)

[Return to Travel Center](#)

If your trip included a hotel reservation, you will receive a hotel-generated cancellation number, which will be stored in your Trip Library. 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, a ticket credit will be retained that you can apply to future trips.

Travel Arrangers Trip Library Templates Tools

Your trip has been successfully cancelled.

**Hotel Cancellation**

HAMPTON INN SAN MAR  
San Diego, CA  
Checking In: 12/15/2015  
Checking Out: 12/16/2015  
Confirmation: 81550390  
**Cancellation Number: 81550390**  
*This information has been stored in the Trip Library.*

**Southwest Flight Cancellation**

**Southwest**  
Airline Record Locator: H3APGE

Your trip was unable to be refunded to your credit card. Credit for your trip has been saved and can be used to purchase another Southwest flight for up to one year in the future.

Your trip has been cancelled

[Return to Travel Center](#)



The Southwest Airline ticket credit will automatically store in your personal profile.

### Unused Tickets

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### Southwest Ticket Credits

[\[+\] Add Ticket Credit](#)

 H3APGE   
Remaining: \$151.96 (\*)  
Valid Until: 10/23/2016

(\*) This is an estimated amount.

### TSA Secure Flight

The Transportation Security Authority (TSA) requires us to transmit information collected from you. Providing information is required. If it is not provided, you may be subject to additional screening or denied transport or authorization. TSA may share information you provide with law enforcement or intelligence agencies or others under its records notice. For more on TSA privacy policies or to view the records notice and the privacy impact assessment, see the TSA's web site at [WWW.TSA.GOV](http://WWW.TSA.GOV).

The next time you go to book a trip, the Southwest ticket credit will be on the Review and Reserve Flight page under Review Price Summary. Check the box to use the ticket credit for the new reservation.

**Select a Hotel** [Remove](#)

Nights: 1  
San Diego, CA  
Check-in: Tue, 12/08/2015  
Check-out: Wed, 12/09/2015

**Finalize Trip**

### ENTER TRAVELER INFORMATION

Ensure all traveler information below is correct. [?](#)

#### Primary Traveler

[Edit](#) | [Review all](#)

**Name:** Kelly May Bouchard **Phone:** (916) 376-3991

#### Frequent Flyer Programs

[Add a Program](#)

For Southwest

### SEAT ASSIGNMENT


Seats will be automatically selected based on your profile preferences and can be changed on the Travel Details pages or any time after booking is complete.

### REVIEW PRICE SUMMARY

Description	Fare	Taxes and Fees	Charges
Airfare	\$236.20	\$45.92	\$282.12
<b>Total Estimated Cost : \$282.12</b>			<b>Total Due Now: \$282.12</b>

### APPLY TICKET CREDIT

You can apply your previously canceled tickets (ticket credit) toward this Southwest Direct Connect booking. Select a **maximum of two** ticket credits.

**\$151.96 \*** [Add Ticket Credit](#)  
 H3APGE  
Valid Until: 10/23/2016

\* This is an estimated amount.

### METHOD OF PAYMENT

This purchase will be charged to your company directly.

Once you confirm and purchase the new ticket, you will see the ticket credit applied to the reservation and any remaining amount will be charged to the department's account.

TOTAL ESTIMATED COST	
Air	
Ticket Number: 5262161507637:	\$236.20 USD
Taxes and fees:	\$45.92 USD
Air Total Price:	\$130.16 USD
Hotel:	\$125.00 USD
Car:	\$93.87 USD
Total Estimated Cost:	\$349.03 USD
Payment Details for: Southwest	
Total Credit Applied:	
Ticket Credit (5262161507637) - (H3APGE)	\$151.96 USD
Add / Collect Amount To Be Charged To Credit Cards:	
American Express Last four digits: 1052	\$130.16 USD
REMARKS	
PLEASE TAKE A MOMENT TO FILL OUT OUR CUSTOMER SERVICE SURVEY AT <a href="http://WWW.SURVEYMONKEY.COM/S/HQHJ8PF">WWW.SURVEYMONKEY.COM/S/HQHJ8PF</a> CALTRAVELSTORE PHONE NUMBER 877 454-8785	
Your itinerary has been saved.	
<a href="#">Print Itinerary</a> <a href="#">E-mail Itinerary</a> <a href="#">Return to Travel Center</a>	

If you have questions about cancellations, please call CalTravelStore at 877-454-8785.