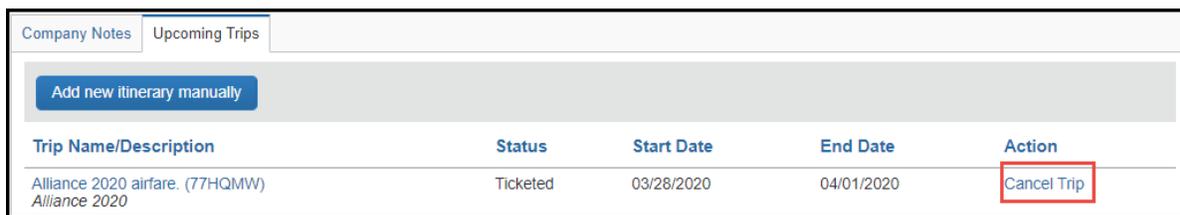


Steps to Cancel a Trip in Concur

Step 1: Cancel all reservations made for trip.

Canceling Airline, Rental Car or Hotel Reservations

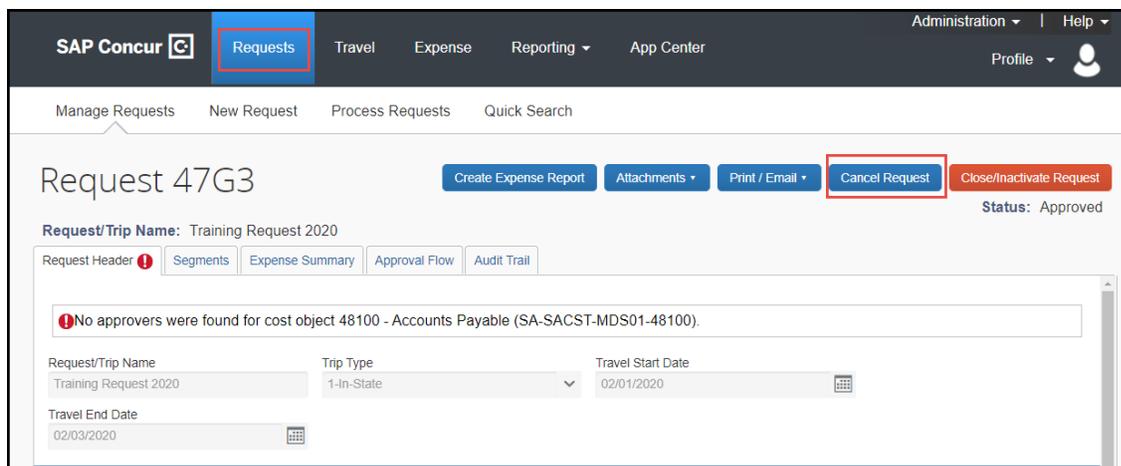
1. At the top of the Home page, click **Travel**.
2. On the **Upcoming Trips** tab, find the name of the trip you want to cancel. To cancel your entire trip, in the Action column, click **Cancel Trip**, and then click **OK**.
 - When you cancel a trip, if your ticket is refundable, your ticket will be 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. **(Be sure to upload this into your Concur profile, near the bottom of the first page.)**
 - **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.**



Trip Name/Description	Status	Start Date	End Date	Action
Alliance 2020 airfare. (77HQMWW) Alliance 2020	Ticketed	03/28/2020	04/01/2020	Cancel Trip

Step 2: Cancel Request in Concur

1. At the top of the Home page, click **Request**.
2. Click the request you want to cancel.
3. Attach any applicable emails or paperwork related to the cancellation, including any emails announcing meeting/conference cancellations. **NOTE: only .PNG, .JPG., .PDF, or .TIF files accepted.**
4. Click **Cancel Request**.
5. Enter comment; i.e., "Conference canceled due to COVID-19"



SAP Concur | Requests | Travel | Expense | Reporting | App Center | Administration | Help | Profile

Manage Requests | New Request | Process Requests | Quick Search

Request 47G3

Create Expense Report | Attachments | Print / Email | **Cancel Request** | Close/Inactivate Request

Status: Approved

Request/Trip Name: Training Request 2020

Request Header | Segments | Expense Summary | Approval Flow | Audit Trail

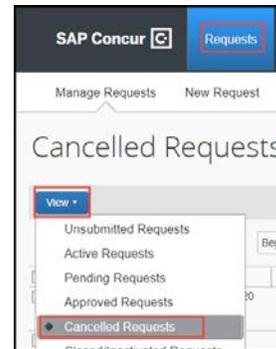
No approvers were found for cost object 48100 - Accounts Payable (SA-SACST-MDS01-48100).

Request/Trip Name: Training Request 2020 | Trip Type: 1-In-State | Travel Start Date: 02/01/2020 | Travel End Date: 02/03/2020

If you don't have any expenses to claim, you're finished!

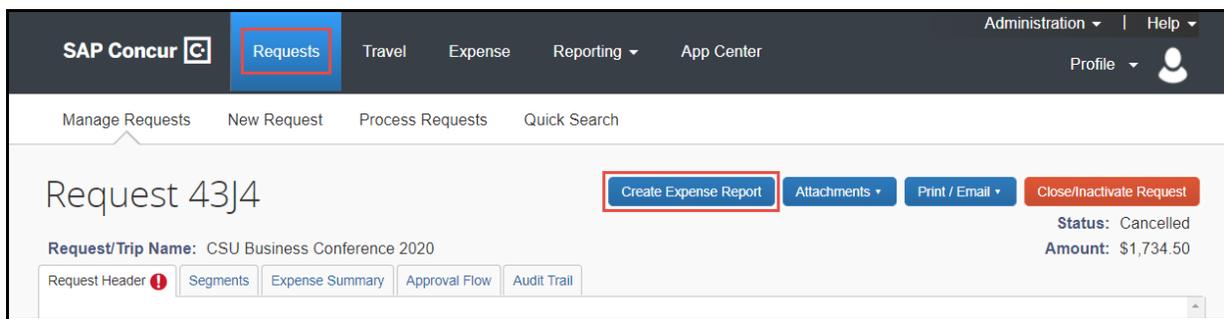
Step 3: If necessary, complete an Expense Report for any expenses paid either by yourself or by the University, including any fees incurred by the cancellation.

1. At the top of the Home page, click **Request**.
2. Click **View**, select **Canceled Request**.
3. To create expense report, in the Action column, click **Expense**.



<input type="checkbox"/>		CSU Business Conference 2020	43J4	Cancelled	04/10/2020	02/13/2020	\$1,734.50	\$1,734.50	\$1,734.50	Expense
					04/16/2020					

Or click into the canceled Request and click **Create Expense Report**.



4. Add incurred transactions onto **Expense report**. Accounting has created a class code to track certain expenses related to the Coronavirus event. **The class code is C1401**. Please note *this class code is not to be used for expenses related to the ordinary course of conducting business*. Examples of extraordinary expense are as follows:
 - Expenses and fees related to travel cancellations due to the Chancellor’s Office definition of essential travel
 - Expenses for emergency management
5. Attach backup related to any partial or full refund provided, plus any credit to be used later.
6. Check the current airline policies and other important information on Christopher Business Travel’s website (the travel agency behind Concur): https://www.csub.edu/bas/paymentservices/files/covid_19_airline_fees.pdf and the U.S. State Department’s travel advisories: <https://travel.state.gov/content/travel/en/traveladvisories/traveladvisories.html/>.

NOTE: Any credit(s) related to an expense that CSUB paid for or reimbursed for belongs to CSUB and may not be used for personal travel.