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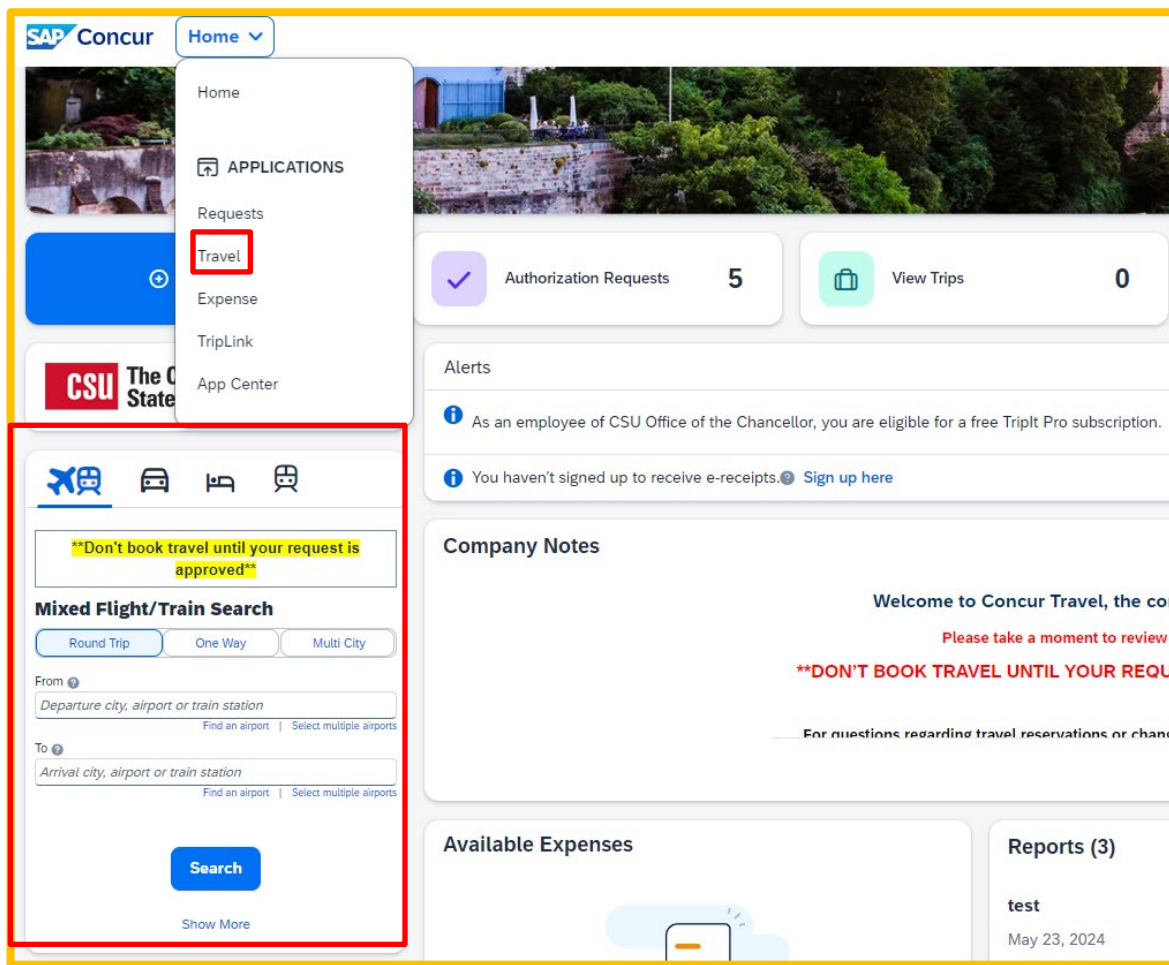
## Travel Booking

The CSU has contracted with Christopherson Business Travel as our dedicated Travel Management Company. It is highly encouraged that travel segments (air, car rental, hotel) are booked in Concur to gain leverage in terms of contracted rates, consolidate spending systemwide, maintain compliant travel, and obtain travel-related data that can assist with campus decision-making process.

Travel must be approved before travel segments are booked in Concur.


The traveler will receive a system-generated email alerting them when a request is approved. This is the traveler's cue to log into Concur and book transportation and lodging reservations as needed and approved for a given trip.

Once logged in, travel can be booked using the **"Trip Search"** section of the dashboard or by selecting the "Home" drop-down menu and selecting "Travel".




Reservations can be made separately as trip details are finalized. For example, a flight can be booked once the trip is approved and a hotel can be booked later if a conference block is full, or a rental car can be booked if needed before a trip occurs.

Please note, if you choose to utilize the services of Christopherson Business Travel, take note of your request ID before calling to ask for assistance with booking reservations. The request ID can be located by opening the request associated with the trip. Open the request and note the **Request ID** for the related trip.





**Faculty Conference \$2,061.00** 

Not Submitted Request ID: DDJV

[Request Details](#) [Print/Share](#) [Attachments](#) 

### Booking a Flight


The **Mixed Flight/Train** tab is on the left side of the dashboard.


   

**\*\*Don't book travel until your request is approved\*\***

**Mixed Flight/Train Search**

Round TripOne WayMulti City

From   
Departure city, airport or train station  
[Find an airport](#) | [Select multiple airports](#)

To   
Arrival city, airport or train station  
[Find an airport](#) | [Select multiple airports](#)

Search

Show More

### Start the Search

1. Select one of the following types of flight options:
  - Round Trip
  - One Way
  - Multi City
2. In the **Departure City** and **Arrival City** fields, enter the cities for your travel. When you enter a city, airport name, or airport code, SAP Concur will automatically search for a match.

**Note:** Use the **Find an airport** and **Select multiple airports** links as needed.

Date Last Updated: 9/17/2024

Page | 3

- Click in the **Depart** and **Return** date fields, and then select the appropriate dates from the calendar. Use the remaining fields in this section to define the appropriate time range.

The screenshot shows the 'Mixed Flight/Train Search' form. At the top, there are icons for flight, car, hotel, and train. Below them is a warning: '\*\*Don't book travel until your request is approved\*\*'. The form has three tabs: 'Round Trip' (selected), 'One Way', and 'Multi City'. The 'From' field is empty, with a placeholder 'Departure city, airport or train station' and links 'Find an airport' and 'Select multiple airports'. The 'To' field is also empty, with a placeholder 'Arrival city, airport or train station' and the same links. The 'Depart' section is highlighted with a red box; it contains a date field 'mm/dd/yyyy', a 'depart' dropdown, a time dropdown 'Morning', and a time window dropdown '± 4'. The 'Return' section is also highlighted; it contains a date field 'mm/dd/yyyy', a 'depart' dropdown, a time dropdown 'Afternoon', and a time window dropdown '± 4'. At the bottom, there are two checkboxes: 'Pick-up/Drop-off car at airport' and 'Find a Hotel'.

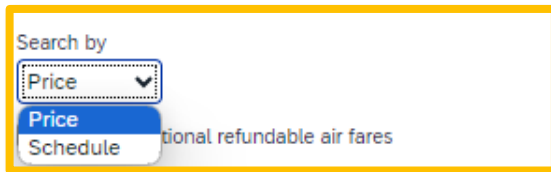
- Click the down arrow to the right of the time window to see a graphical display of nonstop flights available for the route and date you have selected. This allows you to adjust your search criteria, if necessary, to see/reserve nonstop flights.

This screenshot shows the same form as the previous one, but with specific data entered. The 'From' field is 'LAX - Los Angeles Intl Airport - Los Angeles, CA' and the 'To' field is 'San Francisco, CA - San Francisco Area Airports'. The 'Depart' date is '08/21/2024' and the time is '08:00 am'. The 'Return' date is '08/23/2024' and the time is 'Afternoon'. Below the 'Depart' section, there is a '24 hour range' graph showing 'No nonstop flights scheduled' from 11:59 pm to 11:59 pm. A 'refresh graph' link is present. The 'Return' section also has a '24 hour range' graph with the same message and 'refresh graph' link. The checkboxes at the bottom are the same as in the previous screenshot.

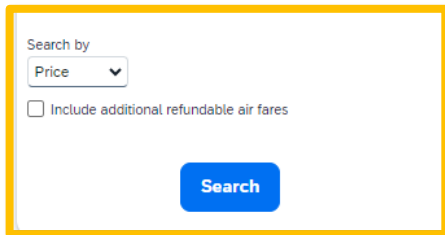
## Notes:

- The graphical display is based on flight schedule data. It will not show any rail options, nor can it take refundability or class of service preferences into account.
- Each green bar represents 30 minutes of time. Place your mouse pointer over a green bar to see all of the flights available for that time slot.
- If you change locations or dates, click **refresh graph** for more data.

5. For **Search flights/trains by**, select either **Price** or **Schedule**.



6. Click **Search**.



## Select a Flight

1. On the Flight Search results page:
  - If you selected **Price** on the previous page, then the **Shop by Fares** tab is initially active.
  - If you selected **Schedule** on the previous page, then the **Shop by Schedule** tab is initially active.

In the following example, **Price** was selected on the previous page.

**Trip Summary**

Select Flights or Trains

Round Trip  
LAX - SFO  
Depart: Mon, 08/26/2024  
Return: Thu, 08/29/2024

Finalize Trip

Previous Searches

Change Search

From: LAX - Los Angeles Intl Airport - Los Angeles, CA  
To: SFO - San Francisco Area Airports - San Francisco, CA  
Depart: 08/26/2024 dep 08:00 a ± 4  
Return: 08/29/2024 dep 03:00 p ± 4  
Search by: Price

**Los Angeles, CA To San Francisco, CA**  
**Mon, Aug 26 - Thu, Aug 29**

Hide matrix Print / Email

	Southwest	American Airlines	Delta	United	Alaska Airlines	Multiple
All 883 results	Preferred					
Nonstop 214 results	225.89 49 results	215.95 8 results	215.95 32 results	215.95 15 results	225.19 24 results	288.58 86 results
1 stop 621 results	234.92 268 results	255.45 30 results	—	368.83 178 results	—	640.83 145 results
2 stops 48 results	271.57 48 results	—	—	—	—	—

Shop by Fares Shop by Schedule

Please be advised, CSU has established a new vendor contract with discounted pricing on Southwest Airlines. The discount will automatically be applied during pricing and ticketing if the fare is eligible. Include your Rapid Rewards number to earn points on qualifying flights! Some classes of services or routing may not be included. Book in Concur or with Christopherson and fly to start earning.

Flight Number Search Sorted By: Price - Low to High

Displaying: 883 out of 883 results. Previous | Page: 1 of 89 | Next | All

United 06:00a LAX → 07:23a SFO Nonstop 1h 23m \$215.95  
05:46p SFO → 07:19p LAX Nonstop 1h 33m View Fares

Least Cost Logical Fare Show all details

- On the **Shop by Fares** tab, to view additional details for a particular flight, click the **Show all details** dropdown arrow.

Alaska Airlines

06:00a LAX → 08:28a PDX Nonstop 2h 28m \$465.70  
05:50p PDX → 11:59p LAX 1 stop SEA 6h 09m View Fares

Least Cost Logical Fare Show all details

- To select a flight, click the fare button.

Alaska Airlines<sup>1</sup>

06:33a LAX → 07:59a SFO Nonstop 1h 26m \$225.19  
12:55p SFO → 02:31p LAX Nonstop 1h 36m View Fares

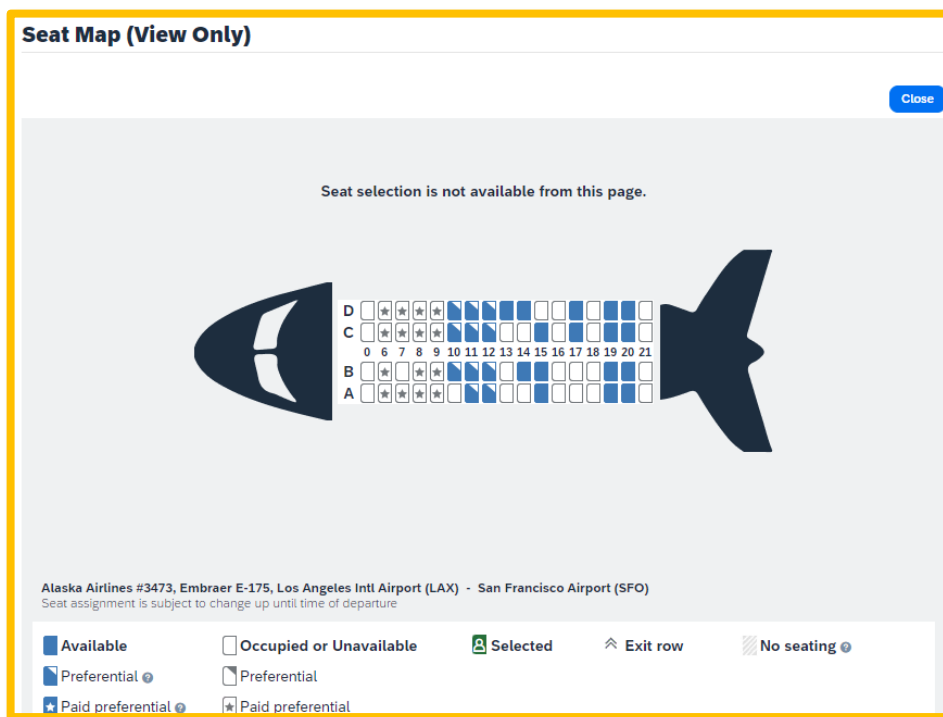
<sup>1</sup> Alaska Airlines 3473 / 3329 operated by SKYWEST AIRLINES AS ALASKASKYWEST

Show all details

- On the **Review and Reserve Flight** page, you can do the following:

- Review your flight details
- Enter your traveler information
- Select your frequent flyer programs
- Select your seat assignment
- Review the price summary
- Select your method of payment

**Note:** Depending on your airfare provider, you can click the **View seats map** link to select your seat on the flight. Select the appropriate **Available** seat from the **Seat Map**.



5. Click **Reserve Flight and Continue**. If you had entered other segments on your travel request, you will be prompted to complete those reservations as referenced in the Booking a Car or Booking a Hotel sections below. If only booking a flight, the transaction is finalized by purchasing the ticket.
6. If you need to book a hotel or car rental, choose the related icon and enter reservation details. If you only need to book a flight, follow final steps below.

## Purchase the Ticket

1. Click **Confirm Booking** to send your request to your travel agent and to your manager for approval.
2. Click **Finish**. The **Finished!** screen shows your confirmation number and information to contact the travel agent.
3. Click **Return to Travel Center**.

## Booking a Car

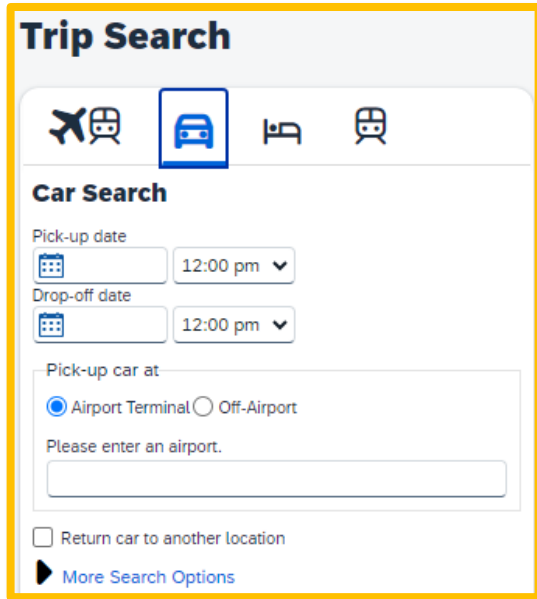
**Note: The CSU has a contract with Enterprise and National. Travelers are required to use these two carriers for all rental car needs.** Exceptions are only made if either carrier are not available at a destination or car inventory cannot accommodate a request.

## Search for Your Car

Most of the items below will feed over from the data entered at the time the travel request was populated.

1. Enter your **pick-up** and **drop-off dates** and **times**.
2. In the **Pick-up car at** section, select either:
  - **Airport Terminal**, and then type the city or the Airport code.

- **Off-Airport**, and then enter (or search for) the location.
3. Select the **Return car to another location** check box, as needed.  
If you want to return the car to another location, additional fields will appear. Select either **Airport Terminal** or **Off-Airport**, and then enter the appropriate location.
  4. To see additional search preferences, click **More Search Options**.
  5. Select the **Car Type** (Tip: Hold the Ctrl key to select more than one type).
  6. Select all your preferences, and then click **Search**.



The screenshot shows the 'Trip Search' interface. At the top, there are four icons: a plane, a car, a bed, and a train. The car icon is highlighted with a blue border. Below the icons is the 'Car Search' section. It includes fields for 'Pick-up date' and 'Drop-off date', both set to '12:00 pm'. There are radio buttons for 'Airport Terminal' (selected) and 'Off-Airport'. Below these is a text input field with the placeholder 'Please enter an airport.' At the bottom of the section is a checkbox for 'Return car to another location' and a link for 'More Search Options'.

## Filter the Results

There are two sets of filters: The matrix at the top of the page, and the **Change Car Search** area on the left side of the page.

### Filter your results using the Change Car Search area.

1. On the left side of the page, use the up and down arrows to show and hide search.
2. In the **Change Car Search** area:
  - Change your pick-up and drop-off dates and times, and your pick-up and drop-off locations.
  - Click **More Search Options** to select additional options such as a car type, and vendors.



**Car Search**

Pick-up date

Drop-off date

Pick-up car at  
☒ Airport Terminal ☐ Off-Airport

Please enter an airport.

☐ Return car to another location

[More Search Options](#)

Car Type (Select up to 3)

Smoking

Preferred  
☒ Enterprise  
☒ National

Car Vendors  
☐ Any Vendor  
☐ Alamo\*  
☐ Avis\*  
☐ Budget\*

Your company preferred vendors will be included in the search with your preferences.

\*Indicates major vendor.

**Search**

3. Click **Search**. The new search results display.

### Filter your results using the Matrix at the top of the page.

- Use the grid to filter the results.
  - Preferred vendors will show in the left column.
  - To see a particular size of car, click the cell with the car size. The search results below will reflect that choice.
  - To see cars for a particular vendor, click the cell for that vendor. The search results below will reflect that choice.
  - To see cars of a particular size and a particular vendor, click the appropriate cell. The search results below will reflect that choice.

### Sort the Results

If you want to sort your results, click the **Sorted by** dropdown arrow, and then select the appropriate option.

### Review the Results

- Review the price and options.

2. Click the picture of the car (if available) to see a larger picture as well as passenger and luggage capacity.
3. Click **Location details** for more information about the available options.

### Trip Summary

**Select a Car**

Pick-up: Mon, 08/26/2024  
LAX - Terminal

Drop-off: Thu, 08/29/2024  
SFO - Terminal

**Finalize Trip**

Previous Searches

Previous Searches

Load

Change Car Search

Pick-up date: 08/26/2024 08:00 am

Drop-off date: 08/29/2024 12:30 pm

Pick-up car at: ☒ Airport Terminal ☐ Off-Airport

Please enter an airport:  
LAX - Los Angeles Intl Airport - Los Angeles, C

☒ Return car to another location

Drop-off car at: ☒ Airport Terminal ☐ Off-Airport

Please enter an airport:  
SFO - San Francisco Airport - San Francisco, C

Additional insurance purchased may not be reimbursable, refer to the CSU Travel Procedures.

**Pick up: (LAX) on Mon, Aug 26 08:00 AM**  
**Drop off: (SFO) on Thu, Aug 29 12:30 PM**

Show as: USD

Hide matrix Print / Email

All 18 results	Compact	Intermediate	Standard	Full-size	Mini	Premium
Most Preferred	238.51	240.12	252.02	255.52	381.04	470.77
Most Preferred	238.51	240.12	252.02	255.52	381.04	470.77

Sorted By: Policy - Most Compliant

Displaying: 4 out of 18 results.

**Intermediate Car - \$39.36 per day (Galileo)**

Automatic transmission  
Unlimited miles, Pick-up: Terminal: LAX  
Adults: 4, Large bags: 1, Small bags: 2  
(Corporate rate)

Total cost: **\$240.12**

Most Preferred Car Vendor for CSU / E-Receipt Enabled

Location details

**Intermediate Car - \$39.36 per day (Galileo)**

Automatic transmission  
Unlimited miles, Pick-up: Terminal: LAX  
Adults: 4, Large bags: 1, Small bags: 2  
(Corporate rate)

Total cost: **\$240.12**

Most Preferred Car Vendor for CSU / E-Receipt Enabled

Location details

## Select the Rental Car

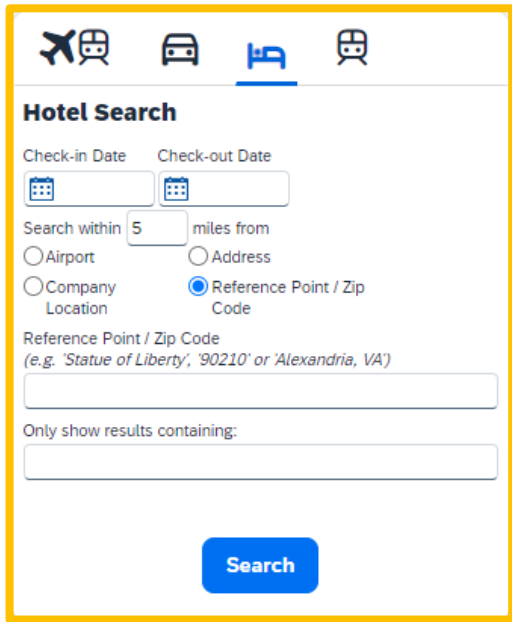
1. Click the **Total cost** button. Note that the color of the Total cost button reflects policy compliance.
2. The **Review and Reserve Car** page appears. Review the details for accuracy.
3. Select a rental car program, as needed.
4. Select a method of payment, if necessary.
5. Click **Reserve Car and Continue**.

## Booking a Hotel

### Search for a Hotel

Most of the items below will feed over from the data entered at the time the travel request was populated.

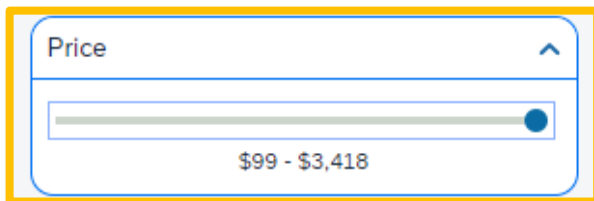
1. Enter the **Check-in** and **Check-out Dates** (or click in the fields to use the calendar).
2. Enter the search radius.
3. Choose to search near an **Airport**, **Address**, **Company Location**, or **Reference point / Zip Code**, and then enter the appropriate information in the available fields.

A screenshot of a web form titled "Hotel Search". At the top, there are four icons: an airplane, a car, a bed, and a train. Below the icons, the form has two date pickers labeled "Check-in Date" and "Check-out Date". Underneath these is a field "Search within 5 miles from" with a dropdown menu showing "5". Below this are four radio button options: "Airport", "Address", "Company Location", and "Reference Point / Zip Code". The "Reference Point / Zip Code" option is selected. Below the radio buttons is a text input field with the placeholder text "(e.g. 'Statue of Liberty', '90210' or 'Alexandria, VA')". Below this is another text input field labeled "Only show results containing:". At the bottom of the form is a blue button labeled "Search".

4. Click **Search**.

### Change and Filter Search

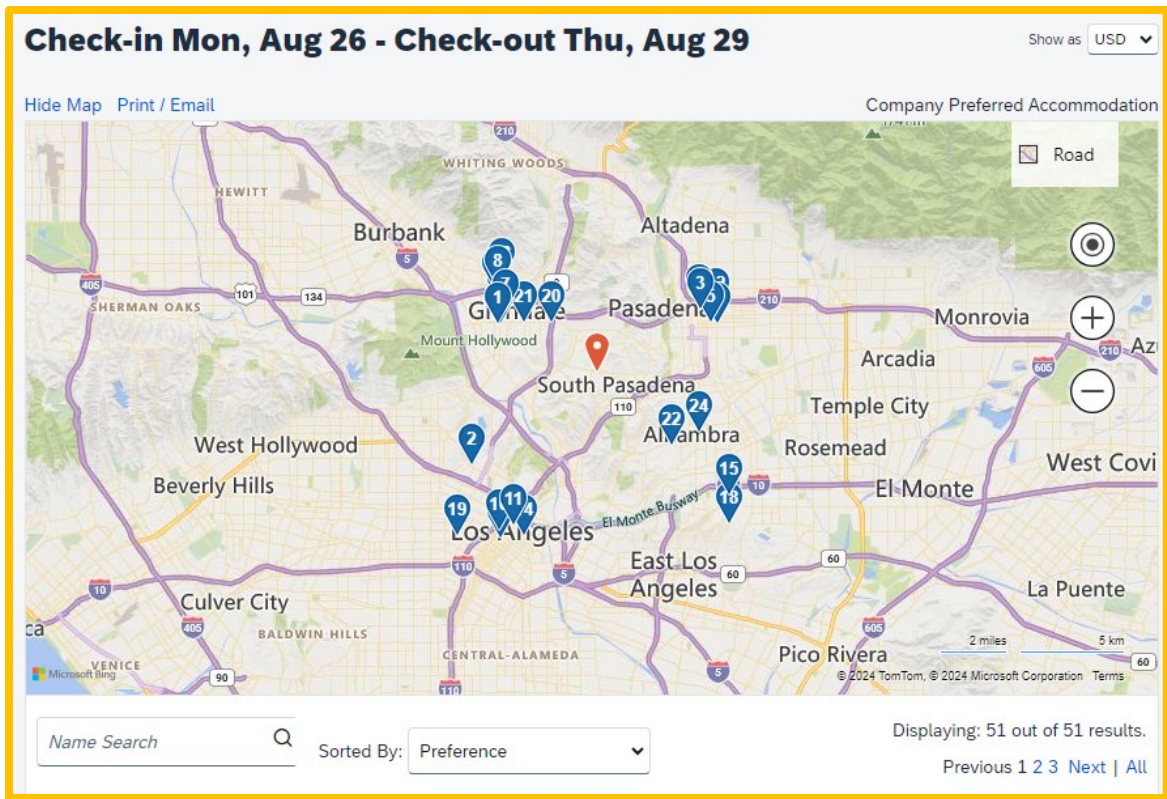
1. In the **Change search** area:
  - Change your check-in and check-out dates, and your hotel location.
  - Click **Search**.
  - Travel displays the new results.
2. Use the slider in the **Price** area to narrow your search.

A screenshot of a price filter slider. The slider is titled "Price" and has a blue arrow icon in the top right corner. The slider bar is horizontal with a blue dot indicating the current price range. Below the slider bar, the text "\$99 - \$3,418" is displayed.

3. In the **Hotel chain** area, select the appropriate hotels.
4. In the **Hotel Amenities** area, select the appropriate options.

## Review the Hotel Map

1. Review the hotel map.

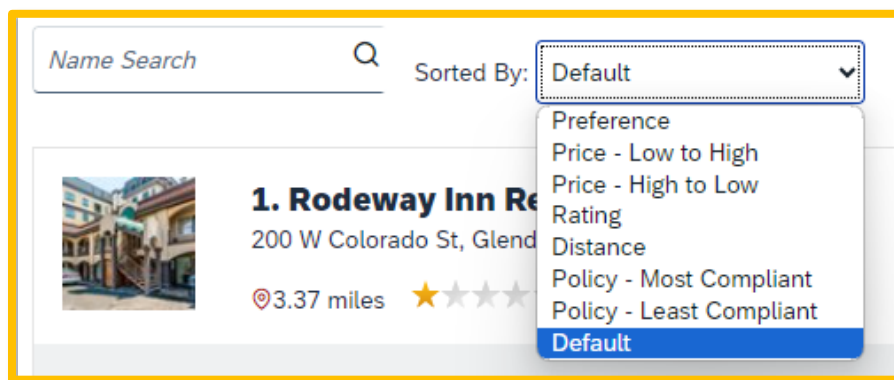


2. Click any blue icon to see specific hotel information. Use your mouse to zoom, and move the map, as needed.

The red icon indicates your reference point, and the blue icons indicate the CSU's preferred hotels.

## Sort the Search Results

- Below the map, use the **Hotel Name Search** and **Sorted By** fields to sort the results.



# Review the Results


A picture, hotel name, address, star ratings, and price range appears.

Name Search

Sorted By: Policy - Most Compliant

Displaying: 51 out of 51 results.


Previous 1 2 3 Next | All



**1. Rodeway Inn Regalodge**  
200 W Colorado St, Glendale, CA 91204 [Map it](#)  
3.37 miles ★★★★★

View Rooms


[Hotel details](#)



**2. Comfort Inn, Downtown Hollywood Hotel**  
2717 West Sunset Blvd., Los Angeles, CA 90026 [Map it](#)  
4.7 miles ★★★★★

View Rooms

[Hotel details](#)

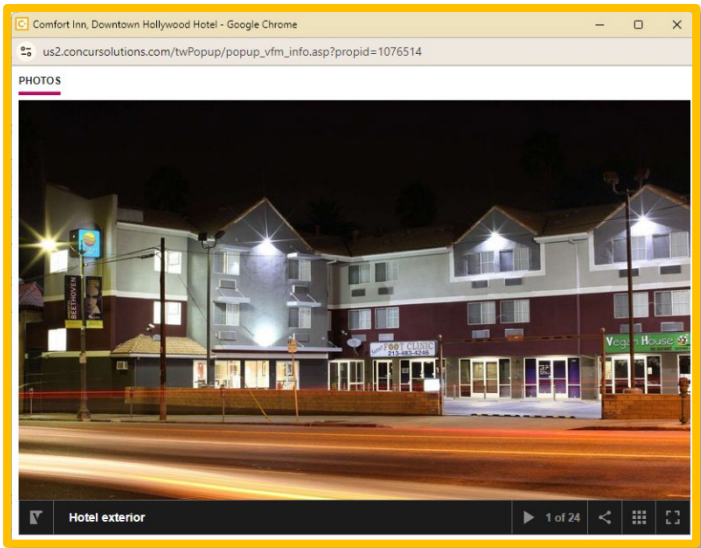


**3. Courtyard Los Angeles Pasadena/Old Town**  
180 N Fair Oaks Ave, Pasadena, CA 91103 [Map it](#)  
3.61 miles ★★★★★


View Rooms

[Hotel details](#)

1. Click the picture to see more images.



2. Click **Hotel details** to see contact information, street address, cancellation policy, and information about the facility.



**1. Rodeway Inn Regalodge**  
200 W Colorado St, Glendale, CA 91204 [Map it](#)  
3.37 miles ★★★★★


\$99  
[View Rooms](#)

[Hotel details](#)

3. A pop-up window will appear with the Hotel details.

Hotel Detail - Google Chrome

us2.concursolutions.com/twPopup/hotel\_details.asp?popuptype=hotel&chain=RI&propid=71995&startdat...

 [Sign Out](#)


**Hotel Detail**

**RODEWAY INN REGALODGE** RODEWAY INN

**Contact Information**  
**PHONE NUMBER**  
1-818-246-7331  
**FAX NUMBER**  
1-818-246-5691  
**STREET ADDRESS**  
200 W. Colorado St.  
Glendale CA 91204 US  
**Cancellation Policy**  
\*\*\* Cancellation Policy \*\*\*  
  
Translations:  
French |HOD/CON1  
German |HOD/CON3  
Norwegian |HOD/CON5  
Spanish |HOD/CON9  
  
Cancel policy may vary by day of week and season. The most accurate cancel policy is advised during the rate rules.  
In case of a No-Show the credit card will be charged one night stay plus tax. Our system acknowledges all properly canceled reservations by returning a cancellation number. Do not assume your reservation is canceled if you have not received a cancellation number in your PNR or booking file. If you do not receive a cancellation number please call the Choice Hotels International GDS Department at 1-866-953-4570.  
**Facilities**  
**PROPERTY FEATURES**  
INTERNET KIDS STAYFREE GOLF PHONE SERVICE  
TV TV, CABLE FIRE SAFETY  
  
**ROOM FEATURES**  
AIR CONDITION MICROWAVE NO SMOKING RM REFRIGERATOR  
PRIVATE BATH BATHTUB

[Close](#)

4. Click **View Rooms** to see:
  - The available room options and rates
  - Other amenities per room/rate
  - Rules and cancellation policy



### 1. Rodeway Inn Regalodge


200 W Colorado St, Glendale, CA 91204 [Map it](#)

3.37 miles ★★★★★

\$99

View Rooms

[Hotel details](#)



### 1. Rodeway Inn Regalodge

200 W Colorado St, Glendale, CA 91204 [Map it](#)

3.37 miles ★★★★★

\$99

Hide Rooms


[Hotel details](#)

#### Room Options

BCD Travel 1 Queen Bed-nonsmoking- Freewiredhispdintnt-refrigerator-work Area- (Galileo) <a href="#">Rules and cancellation policy</a>	✓	\$99
BCD Travel 2 Double Beds-nonsmoking-refrigerator- Free Hi-spnd Wireless-bathtub-curved Shower (Galileo) <a href="#">Rules and cancellation policy</a>	✓	\$108
BCD Travel 3 Double Beds-nonsmoking-refrigerator- Flat Screen Tv-work Area-free Hi-spnd (Galileo) <a href="#">Rules and cancellation policy</a>	✓	\$126
Ch Priv Rate Member Num Req 1 Queen Bed-nonsmoking- Freewiredhispdintnt-refrigerator-work Area- (Galileo) <a href="#">Rules and cancellation policy</a>	✗	\$102 <b>Not Allowed</b> Deposit required
Ch Priv Rate Member Num Req 1 Queen Bed-nonsmoking- Freewiredhispdintnt-refrigerator-work Area- (Galileo) <a href="#">Rules and cancellation policy</a>	✗	\$102 <b>Not Allowed</b>

## Select the Hotel Room

- Click the **Cost** button next to the room that you want to reserve. Only select state rates if noted, not governmental that will require Federal credentials.



### 1. Rodeway Inn Regalodge

200 W Colorado St, Glendale, CA 91204 [Map it](#)

3.37 miles ★★★★★

\$99

Hide Rooms

[Hotel details](#)

#### Room Options

BCD Travel 1 Queen Bed-nonsmoking- Freewiredhispdintnt-refrigerator-work Area- (Galileo) <a href="#">Rules and cancellation policy</a>	✓	\$99
BCD Travel 2 Double Beds-nonsmoking-refrigerator- Free Hi-spnd Wireless-bathtub-curved Shower (Galileo) <a href="#">Rules and cancellation policy</a>	✓	\$108
BCD Travel 3 Double Beds-nonsmoking-refrigerator- Flat Screen Tv-work Area-free Hi-spnd (Galileo) <a href="#">Rules and cancellation policy</a>	✓	\$126
Ch Priv Rate Member Num Req 1 Queen Bed-nonsmoking- Freewiredhispdintnt-refrigerator-work Area- (Galileo) <a href="#">Rules and cancellation policy</a>	✗	\$102 <b>Not Allowed</b> Deposit required
Ch Priv Rate Member Num Req 1 Queen Bed-nonsmoking- Freewiredhispdintnt-refrigerator-work Area- (Galileo) <a href="#">Rules and cancellation policy</a>	✗	\$102 <b>Not Allowed</b>



2. The **Review and Reserve Hotel** page appears. Navigate through the page and:
  - Review or modify the room preferences.
  - Verify or modify the guest and program information.
  - Review the price summary.
  - Select a method of payment, if available, as defined by your company's configuration.
  - Review and accept the rate details and cancellation policy.
3. Select the **I agree to the hotel's rate rules, restrictions, and cancellation policy** check box.
4. Click **Reserve Hotel and Continue**.

**Review Price Summary**

Description	Nightly rate	Dates	Total
Rodeway Inn Regalodge	\$99.00	Aug 26 - Aug 29	\$297.00
<b>Total Estimated Cost: \$297.00*</b>			<b>Total Due Now: \$0.00**</b>

\* May not include taxes or additional fees.  
\*\* Remaining amount due at hotel location.

**Select a method of payment**

The credit card you select will be held to confirm your reservation. You will not be charged in full until your hotel stay.

There are no credit cards defined. [Add credit card](#)

\* Indicates credit card is a company card

**Accept Rate Details and Cancellation Policy**

Please review the rate details and cancellation policy provided by the hotel.

**Rodeway Inn Regalodge** [Rodeway Inn](#)

Please review the rate rules and restrictions before continuing.

The hotel provided the following information:

TOTAL RATE: 332.64 USD

CXL: 24 HOURS PRIOR TO 4PM OF THE ARRIVAL DATE

CREDIT CARD ONLY ACCEPTED FOR GUARANTEE. MT. MAY ALLOW DIRECT

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

[Back](#) [Reserve Hotel and Continue](#)

## Review Travel Itinerary/Trip Details

Trip details can be reviewed at a later date as needed or in the case where reservations need to be cancelled.

### Review Itinerary

1. Navigate to the Travel menu, select Trip Library and open the trip itinerary that you want to review.

**Trip Library**

Search Trip Names  Dates To Use: ☒ Booking Dates ☐ Travel Dates Date Range:  06/09/2019  12/09/2019 ☐ Include withdrawn trips [Search](#)

Trip Name/Description	Status	Date Booked	Start Date	End Date	Action
Test Trip	Ticketed	11/14/2019	12/15/2019	12/18/2019	<a href="#">Cancel Trip</a>

[Manage your trip details in one place.](#)



2. Reservation details will be displayed in a separate window.

**RESERVATIONS**  
Monday, May 13, 2019

**Flight** Sacramento, CA (SMF) to Santa Ana, CA (SNA)  
Southwest 1340

**Departure:** 03:40 PM  
Seat: No seat assignment  
Sacramento Intl Airport (SMF)  
Duration: 1 hour, 30 minutes  
Nonstop

**Arrival:** 05:10 PM  
Santa Ana Airport (SNA)

**Additional Details**  
Distance: 404 miles  
E-Ticket  
Emissions: 255.3 lbs CO<sub>2</sub>  
Cabin: Wanna Get Away (A)

**Confirmation: Q6ZOVK**  
Status: Booked directly in Southwest /Q6ZOVK  
Air Frequent Flyer Number: WN-20163034253

**Dining Reservation at: True Food Kitchen Newport Beach, CA**

**Time:** Mon May 13 6:00 PM  
Vendor: ZZ

**Confirmation:**  
Status: Confirmed

Thursday, May 16, 2019

**Flight** Santa Ana, CA (SNA) to Sacramento, CA (SMF)  
Southwest 1159

**Departure:** 04:55 PM  
Seat: No seat assignment  
Santa Ana Airport (SNA)  
Duration: 1 hour, 30 minutes  
Nonstop

**Confirmation: Q6ZOVK**  
Status: Booked directly in Southwest /Q6ZOVK  
Air Frequent Flyer Number: WN-20163034253

## Cancel Reservation

This step can be done by traveler or delegate. The entire trip can be canceled or certain segments can be canceled as needed.

1. Select the **Travel** tab, then select **Trip Library**.
2. Select **"Cancel Trip"** hyperlink for the appropriate trip. Follow prompts to fully cancel reservations and close the travel element of the previously booked trip.

**SAP Concur** | Travel | Administration

Travel | Trip Library | Templates | Tools | Meeting Admin

**Trip Library**

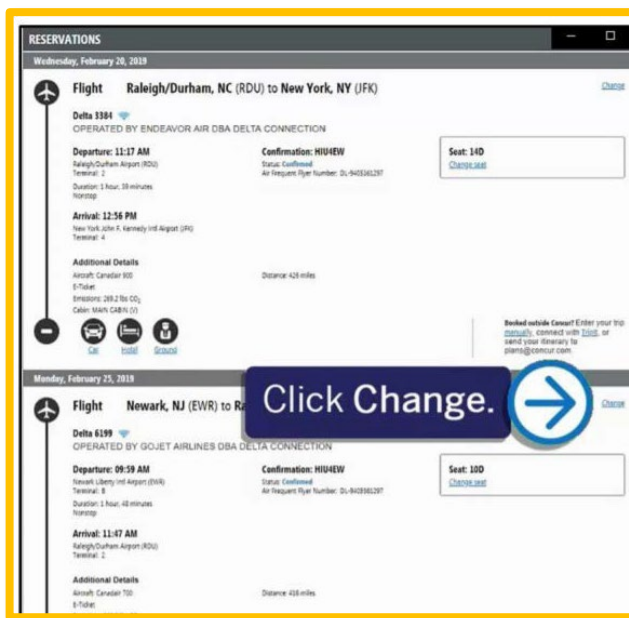
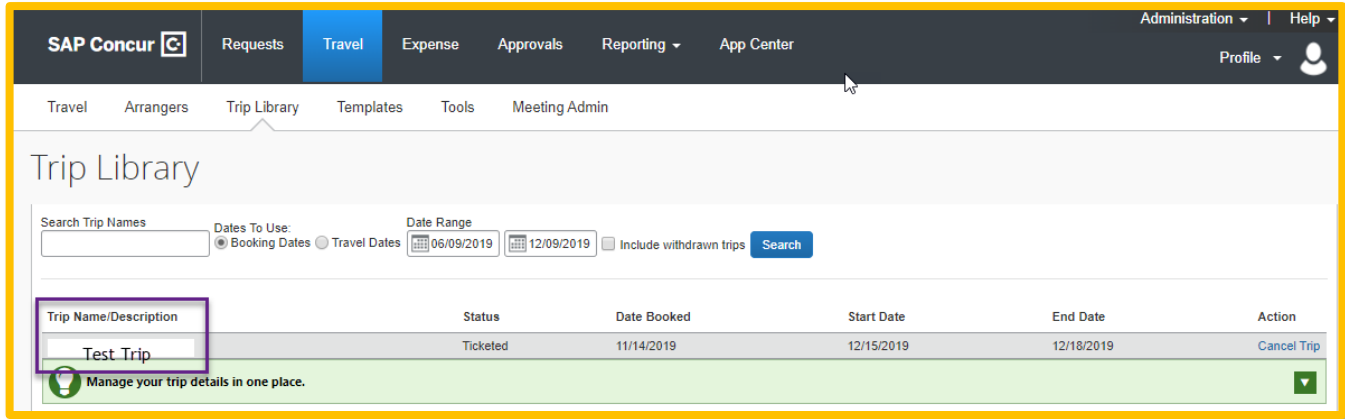
Search Trip Names:  Dates To Use: ☒ Booking Dates ☐ Travel Dates Date Range:   ☐ Include withdrawn trips

Trip Name/Description	Status	Date Booked	Start Date	End Date	Action
	Confirmed	02/24/2019	10/13/2019	10/17/2019	<a href="#">Cancel Trip</a>
	Confirmed	02/23/2019	09/15/2019	09/19/2019	<a href="#">Cancel Trip</a>
	Ticketed	02/23/2019	08/17/2019	08/22/2019	<a href="#">Cancel Trip</a>
	Confirmed	02/23/2019	07/14/2019	07/18/2019	
	Confirmed	02/23/2019	06/09/2019	06/13/2019	

## Change Reservation

There may be a need to alter reservations previously booked in Concur.

1. Open the particular trip to see itinerary.



2. Select the **Change** hyperlink (on the right-hand side near the segment) and alter as needed.  
Example of changing a previously booked flight.
  - Changing departure date should flow through to other reservations (i.e. car or hotel booked for the trip, which can be overwritten if needed)
  - Flight information will be summarized to show the difference between previous reservation and new reservation.

- If changing carriers you will need to cancel the previously booked flight and reserve a new flight with an alternate carrier.

The screenshot displays a flight reservation interface. At the top, the title is "RESERVATIONS" and the date is "Wednesday, February 28, 2018". The main flight details are for "Flight Raleigh/Durham, NC (RDU) to New York, NY (JFK)" on "Delta 3384", operated by "ENDEAVOR AIR DBA DELTA CONNECTION". The departure is at "11:17 AM" from "Raleigh/Durham Airport (RDU)". The confirmation code is "HI04EW". A "Seat: 14D" is shown with a "Change seat" link. A "Change Flight" modal window is open in the center. It prompts the user to "Make changes to the following flight segments:" and lists two options: "Raleigh/Durham Airport (RDU) to New York John F. Kennedy Int Airport (JFK)" (unchecked) and "Newark Liberty Int Airport (LWR) to Raleigh/Durham Airport (RDU)" (checked). The checked segment has a "From" field with "LWR - Newark Liberty Int Airport - Newark, NJ" and a "To" field with "RDU - Raleigh/Durham Airport - Raleigh/Durham, NC". The "Depart" field shows "11:00 PM" on "2/28/2018" with dropdowns for "day", "time", and "p.m.". There is a checkbox for "Flights w/ no double connections" which is checked. At the bottom of the modal are "Search" and "Cancel" buttons, with the "Search" button highlighted by a red rectangle. A "Booked outside Concur?" notice is visible on the right side of the modal.