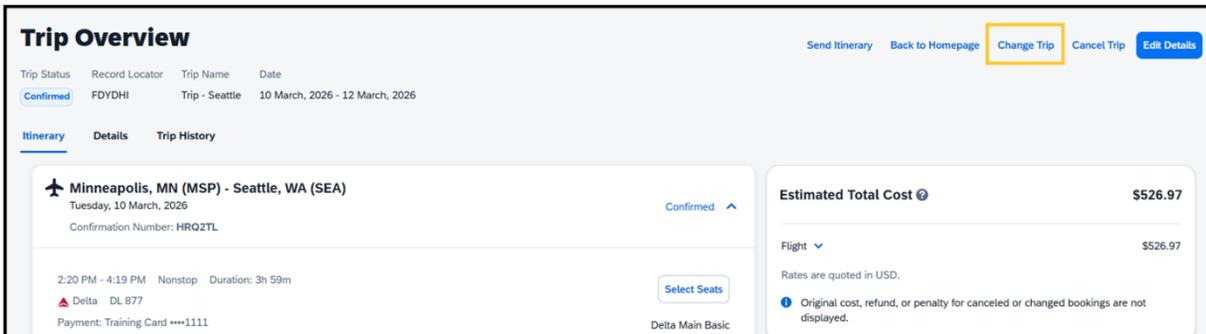


Modifying a Trip

Change a Ticketed Trip

1. On the *Trip Overview* page, select the *Change Trip* option. A message will display to indicate the bookings that can be changed. If a booking is not supported to be changed, it will not be available to select, and a message will display the reason.



2. Select new dates and select *Continue*.
 - If the booking to be changed includes only car or hotel segments, you will be directed to the *Review and Change* page.
 - If the booking to be changed includes a flight, you will be directed to the *Change Flights* page where you will be able to review the offers, select a new option, choose *Select Fare*, and you will be directed to the *Review and Change* page.
3. On the *Review and Change* page, you will see the comparison of current and new dates and the price for the flight, car, or hotel.
 - For the changed flight you can: *Select Seats*, review *Rules and Restrictions and Hazardous Materials*, and view *Flight and Fare Details*.
 - For the changed car you can: view *Station Details*, and view *Rules and Restrictions*.
 - For the changed hotel you can: view *Rules and Restrictions*.
4. Select *Confirm Change* or *Cancel Change*.
 - Selecting *Confirm Change* initiates the change and redirects you to the *Trip Overview* page.
 - Selecting *Cancel Change* redirects you back to the *Trip Overview* page and no changes are initiated.
5. If you selected *Confirm Change*, on the *Trip Overview* page there will be one of three messages displayed.
 - **The requested change completed successfully.**
 - The itinerary has been updated. You will receive a confirmation email to confirm successful changes which includes a link to review the itinerary.
 - **Sorry, the change request failed.**

- Please try again or contact the vendor or your travel agency for support. A *Change Failure Notification* email will be sent which includes a link to review the itinerary.
- The body of the email will contain the following message, "*Trip Change Failed. An attempt was made to change this trip. The change was not successful for some of the bookings in the itinerary. Please log back in and try again. If the issue persists, you may either cancel and rebook or contact the vendor or your travel agency for assistance.*"
- **Your change request is being processed.**
 - Once complete, you will receive an email confirmation.
 - To view the latest status, please see the *Trip Overview* page.

Additional information to change a trip can be found in this guide [Change Script Guide](#)

Canceling a Trip

In new Concur Travel, you can begin the trip cancellation process by selecting *Cancel Trip* on the *Finalize* page, or the *Trip Overview* page. The *Finalize* page appears at the end of the booking process. The *Trip Overview* page is available from trip itineraries that may be accessed from *Trip Library* or *Upcoming Trips*, or the *My Trips* tab on the SAP Concur home page.

Trip Overview

Send Itinerary Back to Homepage Change Trip **Cancel Trip** Edit Details

Trip Status	Record Locator	Trip Name	Date
Confirmed	FDYDHI	Trip - Seattle	10 March, 2026 - 12 March, 2026

Itinerary Details Trip History

Minneapolis, MN (MSP) - Seattle, WA (SEA)
 Tuesday, 10 March, 2026 Confirmed
 Confirmation Number: HRQZTL

2:20 PM - 4:19 PM Nonstop Duration: 3h 59m
 Delta DL 877
 Payment: Training Card ****1111

Estimated Total Cost **\$526.97**

Flight **\$526.97**

Rates are quoted in USD.
 Original cost, refund, or penalty for canceled or changed bookings are not displayed.

Once you select *Cancel Trip* you are directed to the *Confirm Cancellation* page. Select *Confirm Cancel* to confirm the cancellation.

Please check Rate Rules and Restrictions to confirm whether a cancellation fee applies.

Confirm Cancellation

Do Not Cancel **Confirm Cancel**

Trip - Seattle

Flight - Delta
 Refund Conditions
 10 March, 2026 - 12 March, 2026 Record Locator: FDYDHI
 Rules and Restrictions

Cancel now with no penalty

When the cancellation is successful, you are directed to the *Trip Overview* page where the *Trip Status* displays as *Canceled*. An email notification for the trip cancellation is sent to the traveler or arranger.

Cancellation was successful

This trip requires approval before 8 October, 2025 4:00 AM CEST (approver name: Fusion Never). Otherwise, it may be automatically canceled and a penalty fee may apply. The approver will be notified of any edits.

Trip Overview

[Send Itinerary](#) [Back to Homepage](#)

Trip Status	Record Locator	Trip Name	Date
Canceled	FDYDHI	Trip - Seattle	10 March, 2026 - 12 March, 2026

[Itinerary](#) [Details](#) [Trip History](#)

Minneapolis, MN (MSP) - Seattle, WA (SEA)
 Tuesday, 10 March, 2026
 Confirmation Number: HRO2TL

Canceled

Seattle, WA (SEA) - Minneapolis, MN (MSP)
 Thursday, 12 March, 2026
 Confirmation Number: HRO2TL

Canceled

Estimated Total Cost \$0.00

Rates are quoted in USD.

Original cost, refund, or penalty for canceled or changed bookings are not displayed.

In the rare event of a failed cancellation, a *Cancellation Failure Notification* is sent to you or the travel arranger.

You can then start the cancellation process again.

When the cancellation cannot be completed in SAP Concur, a popup message will display to indicate why the cancellation is not possible. The message will direct you to contact the vendor or your travel agency for assistance.

If there is a long delay during the cancellation you will be directed to the *Trip Overview* page. The *Trip Status* will display as active.

A message at the top of the *Trip Overview* page informs you that the cancellation process is in progress and a cancellation email will be sent once the cancel confirmation is provided to SAP Concur.