



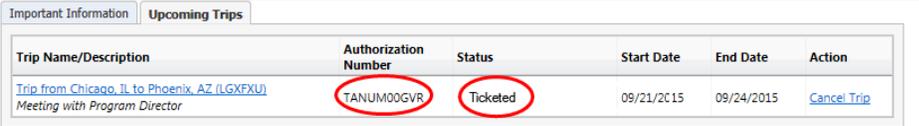
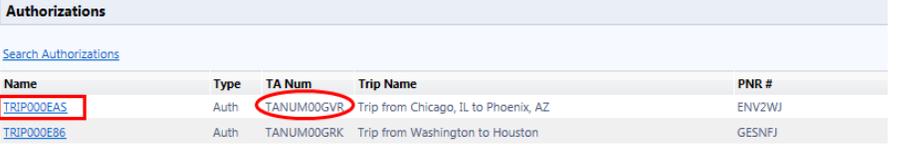
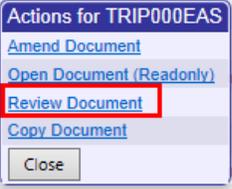
**Concur Government Edition (CGE) Job Aid: Cancelling an Approved/ Ticketed Reservation.**

**Purpose:** To provide a step-by-step guide to cancelling a reservation that contains airfare that has been ticketed. This process also applies to approved reservations that do not contain airfare.

**Audience:** Travelers and Travel Arrangers (Preparers)

**Note:** Approved Authorizations and ticketed reservations incur fees which must be vouchered and paid to the TMC and CGE vendors.

Instruction:	Screenshot:
<p><b>Step 1: Log into AMS</b> Log into CGE via AMS using either your PIV card or your network username and password.</p> <p>Note: AMS can be accessed through the HHS intranet or via the internet at <a href="https://ams.hhs.gov">https://ams.hhs.gov</a></p>	
<p><b>Step 2: Select CGE</b> From the Home page of AMS, select the E-Travel link.</p>	
<p><b>Step 3: Select Travel Tab</b> Select the Travel tab to begin.</p>	
<p><b>Step 4: Select Upcoming Trips Tab</b> Select the Upcoming Trips tab to determine the status of the trip that you want to cancel.</p>	

Instruction:	Screenshot:															
<p><b>Step 5: Determine Status of Trip</b></p> <p>The Upcoming Trips tab contains the status of all of the Traveler’s upcoming trips. The Status column could state one of the following:</p> <p>“Ticketed”- Trip has been approved and ticketed (shown).</p> <p>“Withdrawn”- Trip has been cancelled.</p> <p>“Authorization needs approval...”- Trip has been reserved but not approved or ticketed.</p> <p>Note the Authorization Number (TANUM...) of the trip that you want to cancel.</p> <p>Note: If no airfare exists on the reservation, skip to Step 12. If airfare exists, or you are not sure if there is airfare on the reservation, follow Steps 6-11.</p>	 <table border="1"> <thead> <tr> <th>Trip Name/Description</th> <th>Authorization Number</th> <th>Status</th> <th>Start Date</th> <th>End Date</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td><a href="#">Trip from Chicago, IL to Phoenix, AZ (LGXFXU)</a> Meeting with Program Director</td> <td>TANUM00GVR</td> <td>Ticketed</td> <td>09/21/2015</td> <td>09/24/2015</td> <td><a href="#">Cancel Trip</a></td> </tr> </tbody> </table>	Trip Name/Description	Authorization Number	Status	Start Date	End Date	Action	<a href="#">Trip from Chicago, IL to Phoenix, AZ (LGXFXU)</a> Meeting with Program Director	TANUM00GVR	Ticketed	09/21/2015	09/24/2015	<a href="#">Cancel Trip</a>			
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<p><b>Step 6: Select Authorizations Tab</b></p> <p>Although we can cancel the trip by selecting the Cancel Trip link in the Action column of the Upcoming Trips page as seen in Step 5, we first need to determine the payment method for the airfare, as this indicates which steps are required to reconcile the ticketed airfare charge. Select the Authorizations tab to locate the document.</p>	 <p>CONCUR</p> <p>Home Travel <b>Authorizations</b> Vouchers Approvals Reporting Administration Profile</p> <p>Travel Home Arrangers Trip Library Templates Policy</p>															
<p><b>Step 7: Locate Document</b></p> <p>Locate the document with the TANUM that was listed in the Upcoming Trips tab (Step 5). Select the Document Name.</p>	 <table border="1"> <thead> <tr> <th>Name</th> <th>Type</th> <th>TA Num</th> <th>Trip Name</th> <th>PNR #</th> </tr> </thead> <tbody> <tr> <td>TRIP000EAS</td> <td>Auth</td> <td>TANUM00GVR</td> <td>Trip from Chicago, IL to Phoenix, AZ</td> <td>ENV2WJ</td> </tr> <tr> <td><a href="#">TRIP000E86</a></td> <td>Auth</td> <td>TANUM00GRK</td> <td>Trip from Washington to Houston</td> <td>GESNFJ</td> </tr> </tbody> </table>	Name	Type	TA Num	Trip Name	PNR #	TRIP000EAS	Auth	TANUM00GVR	Trip from Chicago, IL to Phoenix, AZ	ENV2WJ	<a href="#">TRIP000E86</a>	Auth	TANUM00GRK	Trip from Washington to Houston	GESNFJ
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<p><b>Step 8: Review Document</b></p> <p>Select the Review Document link from the “Actions for” pop up window.</p>	 <p>Actions for TRIP000EAS</p> <p><a href="#">Amend Document</a></p> <p><a href="#">Open Document (Readonly)</a></p> <p><b><a href="#">Review Document</a></b></p> <p><a href="#">Copy Document</a></p> <p>Close</p>															

**Instruction:**

**Step 9: Identify Airfare Payment Method**

In the Expense Details section note the payment method and amount of the airfare. Airfare can be charged in 2 ways depending on OpDiv/StaffDiv configuration and guidelines:

- 1) CBA-Centrally Billed Account (billed directly to the OpDiv/StaffDiv).
- 2) IBA-Individually Billed Account (billed to the Traveler's government-issued Travel Charge Card). This may be displayed as IBA, GOVCC, or Travel Charge Card.

It is important to note the cost as this may need to be added back on the Authorization in order to Voucher properly.

Select the red x to close out of this screen.

**Screenshot:**

Expense Details		Total Per Diem Expenses:	566.50	Total Non-Per Diem Expenses:	572.21	
Date	Source	Expense Description	Expense Category	Cost	Payment Method	PerDiem
07/26/2015		TDY Voucher Fee	TAV EXP-C	14.75	CBA-CENTRALLY BILLEDACCT	
07/26/2015		Travel Fee	TMC FEE	8.26	CBA-CENTRALLY BILLEDACCT	
Comment: OTRS Domestic-Int'l w-Air-Rail						
09/21/2015		Airfare	COM.CARR.	394.20	CBA-CENTRALLY BILLEDACCT	

**Step 10: Select Travel Tab**

Select the Travel tab to return to the list of Upcoming Trips.

**Step 11: Select Upcoming Trips Tabs**

Select the Upcoming Trips to locate the trip again.

**Step 12: Cancel Trip**

Select the Cancel Trip link to cancel this reservation. This will cancel the entire reservation.

Trip Name/Description	Authorization Number	Status	Start Date	End Date	Action
Trip from Chicago, IL to Phoenix, AZ (LGXFXU) Meeting with Program Director	TANUM00GVR	Ticketed	09/21/2015	09/24/2015	Cancel Trip

**Step 13: Read Cancellation Warning**

Be sure to read the cancellation warning and select OK if you wish to continue.

**Cancel Trip**

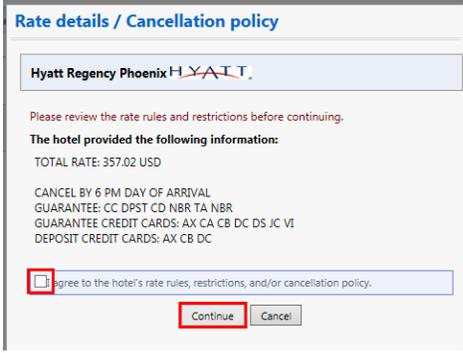
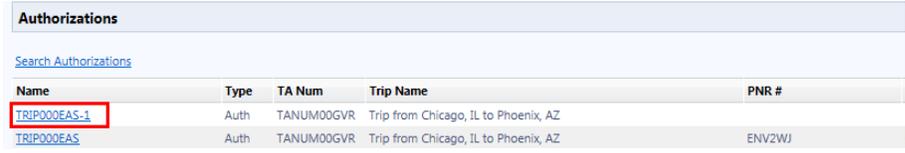
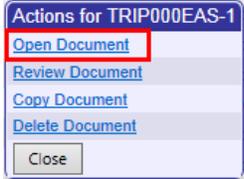
**!** WARNING: You are about to withdraw your request. If you do this, all reservations (including flight, hotel, rental car, and rail) will be cancelled.

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.

<b>Instruction:</b>	<b>Screenshot:</b>																
<b>Step 14: Read Hotel Cancellation Policy</b> Read the hotel cancellation policy. To continue with the cancellation, select the checkbox next to "I agree..." and then select the Continue button.																	
<b>Step 15: Select Authorization Tab</b> Select the Authorizations tab to return to the list of documents.																	
<b>Step 16: Locate Document</b> Cancelling a ticketed trip automatically creates an amendment to the original Authorization. This is identified by the -1 suffix to the document. Select the amended Document Name.																	
<b>Step 17: Open Document</b> Select the Open Document link from the "Actions for" pop up window.																	
<b>Step 18: Select Document Version</b> Select the amended Document Name.	 <table border="1"> <thead> <tr> <th>Document Name</th> <th>Version</th> <th>Document Type</th> <th>Reason</th> <th>Comments</th> </tr> </thead> <tbody> <tr> <td>TRIP000EAS-1 **</td> <td>2</td> <td>AMENDMENT</td> <td></td> <td>Auto generation Amendment - RESERVATION CHANGES</td> </tr> <tr> <td>TRIP000EAS</td> <td>1</td> <td>ORIGINAL</td> <td></td> <td></td> </tr> </tbody> </table>		Document Name	Version	Document Type	Reason	Comments	TRIP000EAS-1 **	2	AMENDMENT		Auto generation Amendment - RESERVATION CHANGES	TRIP000EAS	1	ORIGINAL		
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<b>Step 19: Edit Document</b> Select the Edit Document link in the "Actions for" pop up window.																	
<b>Step 20: Verify Cancellation</b> From the Summary page, scroll down to the Reservation Details section. Note that the reservation no longer appears on the Authorization.																	
<b>Step 21: Select Expenses &amp; Receipts Tab</b> Select the Expenses and Receipts tab to identify the other expenses on this document that may need to be deleted.																	

**Instruction:**

**Step 22: Delete Expenses**

The expenses associated with the reservation have been automatically removed from the Authorization. Select the check box in the delete column next to the other expenses leaving only the fees. Then select the Delete Selected Expenses button. Since the Authorization was approved and ticketed, you must create a Voucher for the fees.

Note: If the airfare was charged to the CBA, as seen in Step 9, follow Steps 23-25. If the airfare was charged to an IBA, or if there was no airfare on the reservation, proceed to Step 26.

**Screenshot:**

#	Action	Delete	Date	Source	Expense Description	Amount	Type
1		<input type="checkbox"/>	07/26/2015		TDY Voucher Fee	14.75	RO
2		<input type="checkbox"/>	07/26/2015		TMC Fee	8.26	
3		<input checked="" type="checkbox"/>	09/21/2015		Hotel Tax	23.00	
4		<input checked="" type="checkbox"/>	09/21/2015		Taxi - Airport	18.00	
5		<input checked="" type="checkbox"/>	09/22/2015		Hotel Tax	23.00	
6		<input checked="" type="checkbox"/>	09/23/2015		Hotel Tax	23.00	
7		<input checked="" type="checkbox"/>	09/24/2015		First Bag Airline Fee	25.00	
8		<input checked="" type="checkbox"/>	09/24/2015		Taxi - Airport	18.00	

**Step 23: Add Airfare**

Whenever the airfare is ticketed and charged to the CBA, it must appear on the Voucher in order to reconcile the CBA properly. Since it was automatically deleted during the cancellation, it must be added back on the Authorization. Select the Expense Description drop down to begin.

**Step 24: Select Airfare**

Select Airfare from the list of expenses.

**Step 25: Add Cost**

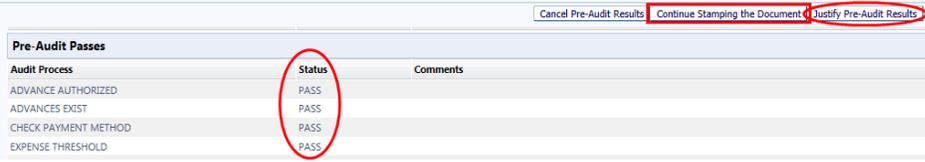
Enter the cost of the airfare as noted in Step 9. Verify the date as the date of departure of the cancelled trip. The Payment Method must be CBA-CENTRALLY BILLEDACCT. Then select the Save button.

**Step 26: Select Confirmation Tab**

Select the Confirmation tab to sign the amended Authorization.

**Step 27: Sign Document**

Verify that the SIGNED stamp appears in the Status to Apply field and then select the Stamp and Submit Document button.

Instruction:	Screenshot:																		
<p><b>Step 28: Verify Pre-Audits</b></p> <p>Verify that the document has passed the Pre-Audits. If a justification is required, select the Justify Pre-Audit Results button and enter a justification. Otherwise, select the Continue Stamping the Document button.</p>	 <table border="1" data-bbox="609 100 1534 262"> <thead> <tr> <th colspan="3">Pre-Audit Passes</th> </tr> <tr> <th>Audit Process</th> <th>Status</th> <th>Comments</th> </tr> </thead> <tbody> <tr> <td>ADVANCE AUTHORIZED</td> <td>PASS</td> <td></td> </tr> <tr> <td>ADVANCES EXIST</td> <td>PASS</td> <td></td> </tr> <tr> <td>CHECK PAYMENT METHOD</td> <td>PASS</td> <td></td> </tr> <tr> <td>EXPENSE THRESHOLD</td> <td>PASS</td> <td></td> </tr> </tbody> </table>	Pre-Audit Passes			Audit Process	Status	Comments	ADVANCE AUTHORIZED	PASS		ADVANCES EXIST	PASS		CHECK PAYMENT METHOD	PASS		EXPENSE THRESHOLD	PASS	
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<p><b>Step 29: Close the Document</b></p> <p>Select the Close Post Stamping Document Closure Screen button to close and route amended Authorization for approval.</p> <p>Once the amended Authorization has been approved a Voucher can be created and submitted. For instructions on creating a Voucher, see the job aid "Creating a Voucher".</p>																			

**You have successfully cancelled a ticketed reservation in CGE!**