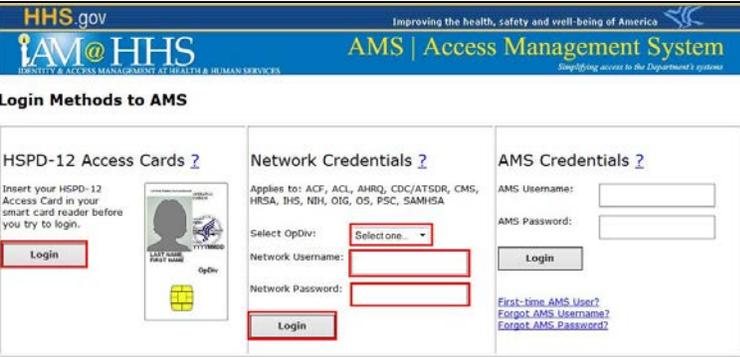
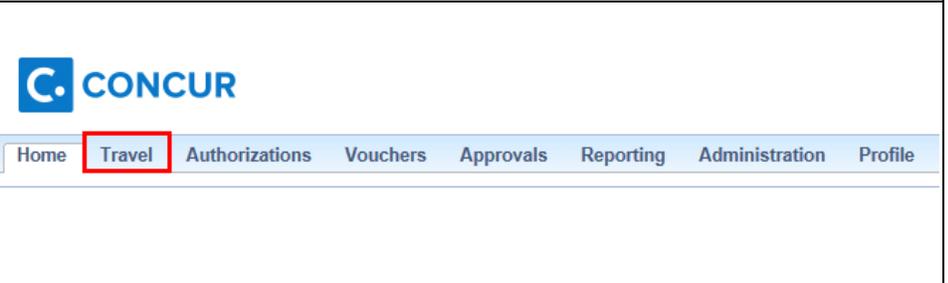
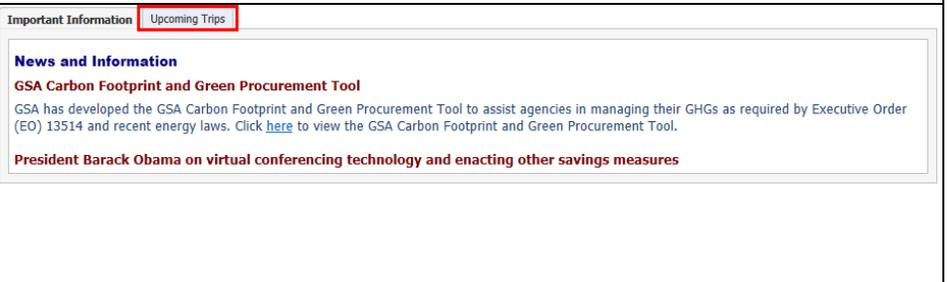


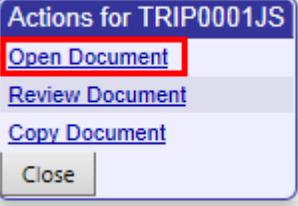
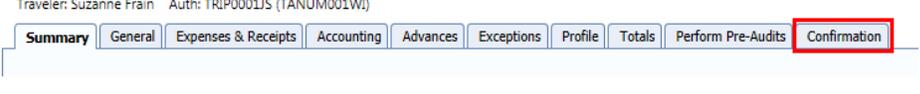


**Concur Government Edition (CGE) Job Aid: Cancelling a non-ticketed reservation.**

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

**Audience:** Travelers and Preparers

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 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>	

<p><b>Instruction:</b></p> <p><b>Step 5: Determine Status of Trip</b>  The Upcoming Trips tab contains the status of all of the Traveler's upcoming trips. The Status column will state either:  "Ticketed"- trip has been approved and ticketed.  "Withdrawn"- trip has been cancelled.  "Authorization needs approval..."- Trip has been reserved but not approved or ticketed (as shown).  Note the Authorization Number (TA Num) of the trip that you want to cancel.</p> <p>In this example, DO NOT select the Cancel Trip link in the Action column as this will cancel the reservation but not the Authorization.</p>	<p><b>Screenshot:</b></p> 
<p><b>Step 6: Select Authorizations Tab</b>  Select the Authorizations tab to locate the document.</p>	
<p><b>Step 7: Locate Document</b>  Locate the document with the TA Num that was listed in the Upcoming Trips tab (step 5). Select the Document Name.</p>	
<p><b>Step 8: Open Document</b>  Select the Open Document link from the Actions pop up window.</p>	
<p><b>Step 9: Edit Document</b>  Select the Edit Document link.</p>	
<p><b>Step 10: Select Confirmation Tab</b>  Select the Confirmation tab.</p>	

**Instruction:**

**Step 11: Cancel Document**

Select the CANCELLED stamp in the Status to Apply field. This will cancel the un-ticketed reservation as well as the Authorization. Select the Stamp and Submit Document button to complete.

**Screenshot:**

The screenshot shows a software interface for managing trip documents. At the top, there is a navigation menu with tabs: Summary, General, Expenses & Receipts, Accounting, Advances, Exceptions, Profile, Totals, Perform Pre-Audits, Confirmation, Adjustments - Go To Adjustments, Audits - Go To Audits, and Stamp and Submit Document. The main area is titled 'Status for TRIP0001JS'. It contains a 'Status to Apply' dropdown menu with 'CANCELLED' selected. Below this are fields for 'Reason', 'Remarks', and 'Return-to'. A checkbox labeled 'Stamp Document Without Adjustment' is located on the right side of the form.

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