Self-Booking Tool (SBT) Tutorial:
Cancel or Change Reservations

Cancel the Entire Trip

- Locate the **Upcoming Trips** tab within the Concur home page.
- Locate the title of the trip that you wish to cancel.
- Click the **Cancel Trip** link to the right of the trip title.
  - Concur will display a pop-up providing an area to enter in notes to an agent (optional).
- Click **OK** to confirm the cancellation.
  - If a hotel is booked, Concur will require the user to agree to the hotel rate rules and cancellation policy.
- Cancelled Trips are easily viewable in the **Trip Library**.
  - It may be necessary to check the box to **Include withdrawn trips**.

Cancel the Air Portion of a Reservation

- Locate the **Upcoming Trips** tab within the Concur home page.
- Click on the title of the trip you wish to change.
  - Concur will retrieve the Trip Overview of the itinerary.
- Click the **Cancel all Air** link.
  - The link is located to the right of the first flight segment in the itinerary.
  - A prompt will appear asking "Are you sure you want to remove all air segments?"
  - Click **OK**.
- Concur will cancel the flights, and re-display the Trip Overview page.
- Review the updated itinerary and click **Next** to view the Trip Confirmation page.
- Fill in any necessary fields and click **Finish** on the Trip Confirmation page.
  - This will send the reservation to an agent for filing of any unused tickets.

Modify a Car Rental in an Existing Reservation

- Locate the **Upcoming Trips** tab within the Concur home page.
- Click on the title of the trip you wish to change.
  - Concur will retrieve the Trip Overview of the itinerary.
- Click the **Cancel** or **Change** link next to the car segment.
  - Cancel - Concur will ask "Are you sure you want to remove this car?"
  - Change - Concur will display a calendar pop-up to change the dates and/or times of the reservation.
- Review the updated itinerary and click **Next** to view the Trip Confirmation page.
- Fill in any necessary fields and click **Finish** on the Trip Confirmation page.

o This will send the reservation to an agent for quality control and invoicing.

Add a Car to an Existing Reservation
- Locate the **Upcoming Trips** tab within the Concur home page.
- Click on the title of the trip you wish to change.
  - o Concur will retrieve the Trip Overview of the itinerary.
  - o Click the **Car** icon within the **Add to your Itinerary** section, or scroll down and click the blue **Add to your Itinerary** link, then select the car icon.
- Enter the car search parameters.
  - o Select Pick-up car option:
    - ▪ Airport Terminal – Pick-up and drop-off are at the airport car rental location.
    - ▪ Off-Airport - Pick-up a car at a location away from the airport.
  - o Click **Search** to find the location by Airport, Address, Company Location, or Reference Point.
  - o Enter Pick-up and Drop-off Dates and Times.
  - o Optional fields are: Car Type, Smoking preference, and Car vendor preferences.
- Locate the desired car rental and click **Select**.
- Review the updated itinerary and click **Next** to view the Trip Confirmation page.
- Fill in any necessary fields and click **Finish** on the Trip Confirmation page.
  - o This will send the reservation to an agent for quality control and invoicing.

Car Rental Notes: You can sort the car results to help find your selection. Yellow diamonds indicate preferred vendors and your preferred car type will be selected automatically. Depending on your company's configuration, you might be able to select In-car GPS system or Ski rack under Car booking options on the right. Other preferences or car program ID numbers can also be added.

Modify a Hotel in an Existing Reservation
- Locate the **Upcoming Trips** tab within the Concur home page.
- Click on the title of the trip you wish to change.
  - o Concur will retrieve the Trip Overview of the itinerary.
- Click the **Cancel** or **Change** link next to the hotel segment.
  - o Cancel - Concur will ask "Are you sure you want to remove this hotel?"
    - ▪ Also agree to the hotel rules and cancellation policy.
  - o Change - Concur will display a calendar pop-up to change the dates and/or times.
- Review the updated itinerary and click **Next** to view the Trip Confirmation page.
- Fill in any necessary fields and click **Finish** on the Trip Confirmation page.
  - o This will send the reservation to an agent for quality control and invoicing.

Add a Hotel to an Existing Reservation
- Locate the **Upcoming Trips** tab within the Concur home page.
- Click on the title of the trip you wish to change.

- o Concur will retrieve the Trip Overview of the itinerary.
  - o Click the **Hotel** icon within the **Add to your Itinerary** section, or scroll down and click the blue **Add to your Itinerary** link, then select the hotel icon.
- Enter the hotel search parameters.
  - o Select the search option and mile radius.
    - ▪ Airport – by three digit code or type out the airport name.
    - ▪ Address – type the exact street location or * for the street if unknown and enter in the city/state.
  - o Enter the check-in and check-out dates.
  - o Optional fields are: Hotel chains or search by hotel name.
- Locate the desired hotel and choose the best applicable room rate and click **Select**.
- Review the updated itinerary and click **Next** to view the Trip Confirmation page.
- Fill in any necessary fields and click **Finish** on the Trip Confirmation page.
  - o This will send the reservation to an agent for quality control and invoicing.

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