



Travel Management System (TMS)

JOB AID # 4.04

Date: 03/29/2012

Job Aid Description: Cancel or Change Air, Car, or Hotel Reservations

Flight changes are available for e-tickets with a single carrier. You can change the time or date of a ticketed flight that has not yet occurred with the same airline and routing.

Direct contact with Travel Consultant to book reservations may incur additional charges.

1. Select your trip from the Upcoming Trips tab in Travel.
2. Click the name of the trip to display options for this trip.
3. On the drop down menu, click the appropriate link to:
 - View Itinerary
 - Email Itinerary
 - View Request (see all data pertaining to trip selections)
 - Create Template (make it easier to book the same trip regularly)
 - Clone Trip (make it possible to book the same trip for others you make arrangements for)
 - Share Trip (share trip information with a colleague)
 - Change Trip (make minor modifications to trip)
 - Cancel Trip (completely cancel a trip)
4. Follow prompts depending on action chosen.

Policy Note: Air cancellations, Voids and Exchanges – see Travel Policy

Note: If you completely cancel a reservation there is still going to be an agency booking fee that needs to be expensed. You can add this to the next expense report.