



How to Cancel Airline Reservations Made In TTE

Employees have three options:

Option 1:

Call Travel Inc. directly to cancel the existing flight reservation and apply towards new reservation.

- a. There is an additional fee to your agency to do this.

Option 2:

The employee can cancel the ENTIRE reservation in the TTE system:

- a. Navigate to the trip in **My Trips** on the Home Tab or **Upcoming Trips** or **Trip Library** located in the **Travel** tab.
- b. To cancel everything on the reservation, click on **Cancel Trip** on the same line as the Trip Name.

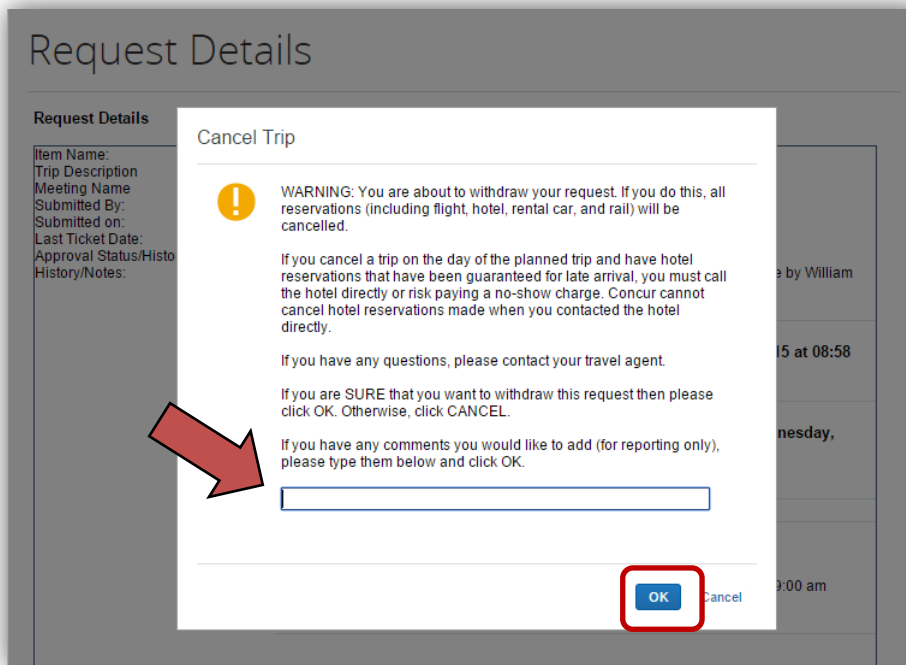
Travel Alerts

i Triplt creates instant mobile itineraries for business and personal trips. Simply connect your Concur account to Triplt. [Connect to Triplt](#) No thanks

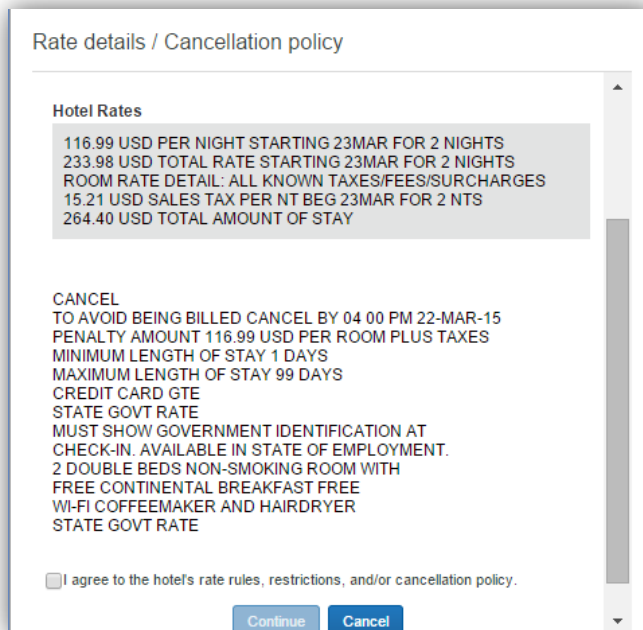
[Company Notes](#) [Upcoming Trips](#) [Remove Trips](#)

Trip Name/Description	Status	Start Date	End Date	Action
Trip from Atlanta to Washington 3/23 to 25 (33WPP8) TRAINING	Confirmed	03/23/2015	03/25/2015	Cancel Trip

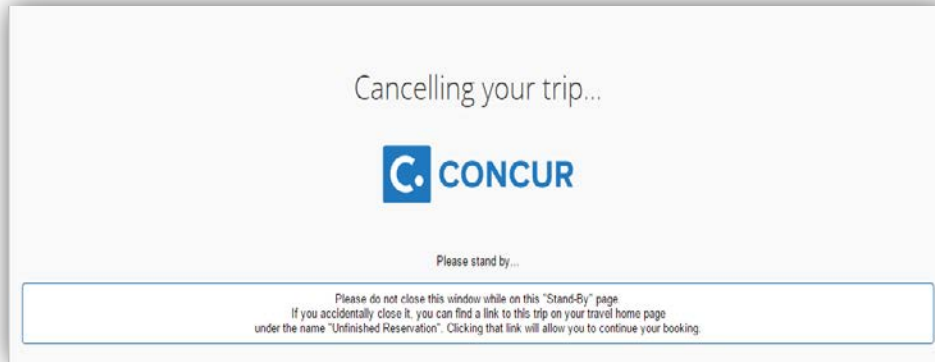
- c. You may enter a reason for the cancellation in the box provided. This is optional.
- d. Click on **OK** to confirm that you want to withdraw the entire trip.
- e. Everything on that trip reservation will be cancelled.



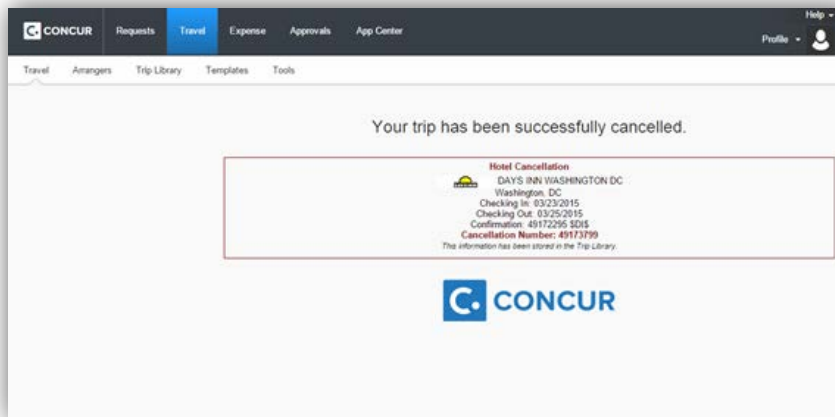
- f. If there was a hotel reservation on the trip you just cancelled you will need to click on the box next to agree with the hotel cancellation and rate policy.
 - g. Click **Continue**.
- Note:** Currently only hotels require this additional step.




h. TTE will begin cancelling your trip.



i. TTE will advise when the cancellation is complete. Click on **Return to Travel Center**.



- j. The trip will no longer appear in the *Trip List* or *Upcoming Trips* but will appear in the **Trip Library** as a withdrawn trip.
- k. If cancelling a hotel reservation within 24 of the deadline in the cancellation policy for the hotel, additionally call the hotel to advise them you cancelled through your travel system and make sure they update their system to avoid cancellation fees!

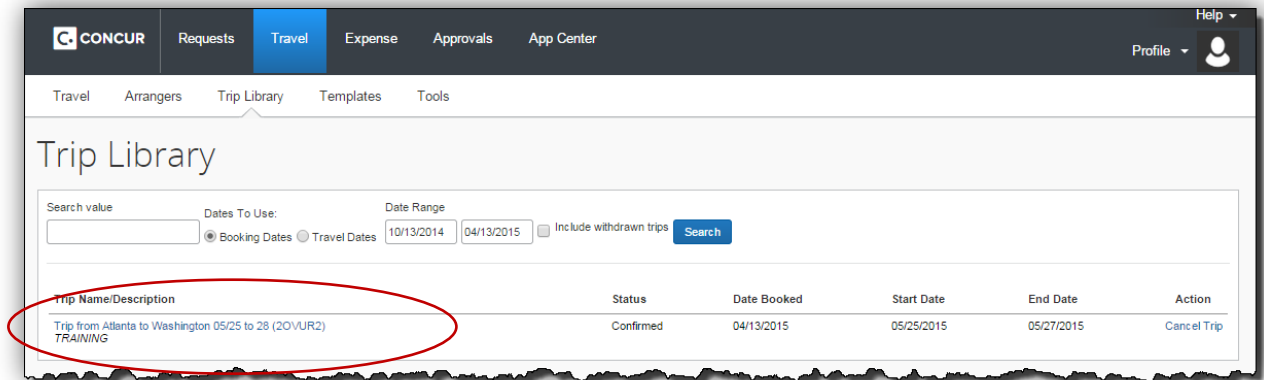


Trip Name/Description	Status	Start Date	End Date	Action
Trip from Atlanta to Washington 05/25 to 28 (2OVUR2) TRAINING	Sending trip to agency	05/25/2015	05/27/2015	Cancel Trip

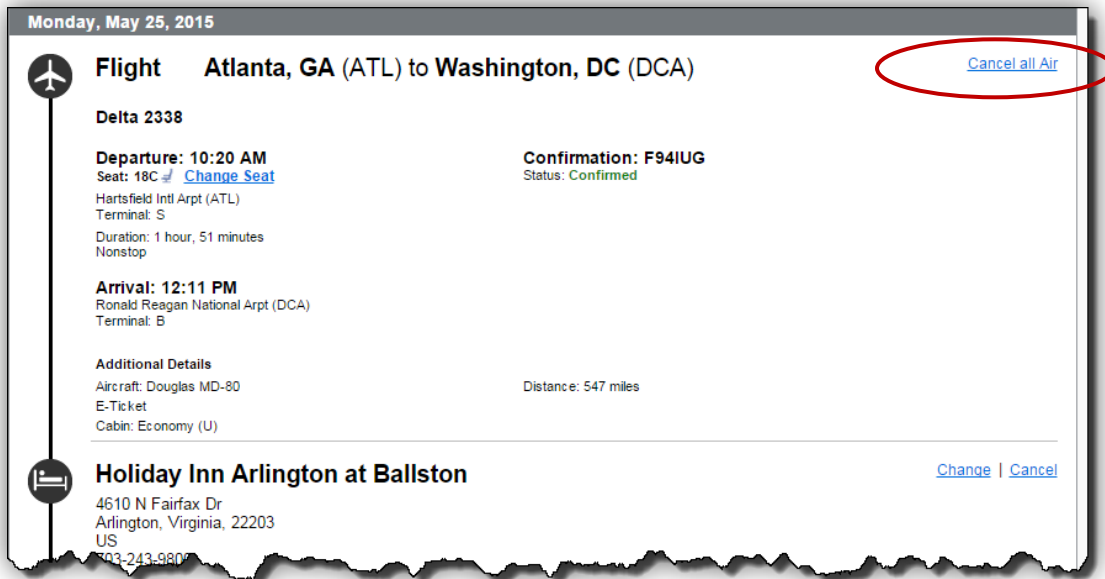
Option 3:

The employee can cancel the airfare segment of a trip and leave the remainder of the reservation intact.

- a. Navigate to the **Trip Library** or **My Trips** located in the **Travel** tab.
- b. Click on the Trip Name to open the Travel Itinerary.



- c. Select **Cancel All Air** on the air segment to completely cancel all airline reservations on this booking and leave the other reservations (such as hotel) intact.



- d. You will be asked to confirm that you want to withdraw the specific segment selected.

- e. TTE will cancel what you have selected to withdraw, update the itinerary and email you an updated itinerary. In our example we cancelled the air reservation but kept the hotel reservation.

RESERVATIONS

Monday, May 25, 2015

Holiday Inn Arlington at Ballston

4610 N Fairfax Dr
Arlington, Virginia, 22203
US
703-243-9800

[Change](#) | [Cancel](#)

Checking In: Mon May 25
15:00
Room 1, Days 2, Guests 1

Checking Out: Wed May 27
12:00

Confirmation: 68911350 \$HIS
Status: Confirmed
Rate Code: TQNN013A

Additional Information

Rate:

May 25 - May 26	\$169.00 USD	
May 26 - May 27	\$229.00 USD	

Room Details

Room Description: RoomDescriptionCodeTQNN013A
Special Instructions: Queen Nonsmoking Earlycheckin

Cancellation Policy

Cancellation Fees may apply
Cxl After 1800 24May Forfeit First Nite Stay

[Add to your Itinerary](#)

- f. Follow the *Next* prompts at the bottom right of the page and then click **Finish**. You are not finished until you see:

Trip Summary

Finished!

Finished!

Your reservation has been booked, but not yet processed. Travel Incorporated will send you the final itinerary/invoice once completed. If you do not receive your email within 24 hours, please call the Travel Incorporated Online Technical Support Desk at 1-866-738-6444 for assistance.

Trip Record Locator : 20VUR2

A copy of this itinerary has been sent to your travel manager.
Your itinerary has been saved. Travel Incorporated (921) will service your itinerary.
Please Note: Fares are not guaranteed until tickets are issued and are subject to change without notice.

[Contact Information](#)

- g. You may then click **Return to Travel Center**. The trip will be updated and a new itinerary automatically emailed to you.
- h. The next time you make an airline reservation that is not via Southwest Airlines, the system will review the “unused” ticket and automatically apply that unused ticket to the new reservation as long as all fare rules apply and the same airline is being used.

(Note: For Southwest, call Travel Inc. to book the reservation and use the open ticket.)

- i. Employees have 1 year to apply unused tickets from the original date it was purchased (not from the date the travel was for!!).

NOTE: *Even if the reservation is cancelled, the employee incurs the travel agency fee which should be imported to the next expense report.*