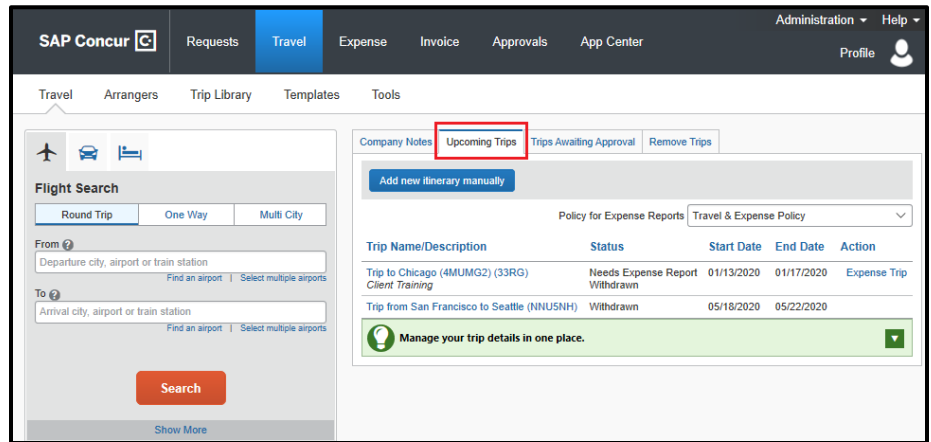


# Changing a Purchased and Ticketed Trip

From the **SAP Concur** home page, from the **Upcoming Trips** tab, you can make changes to a purchased and ticketed trip.

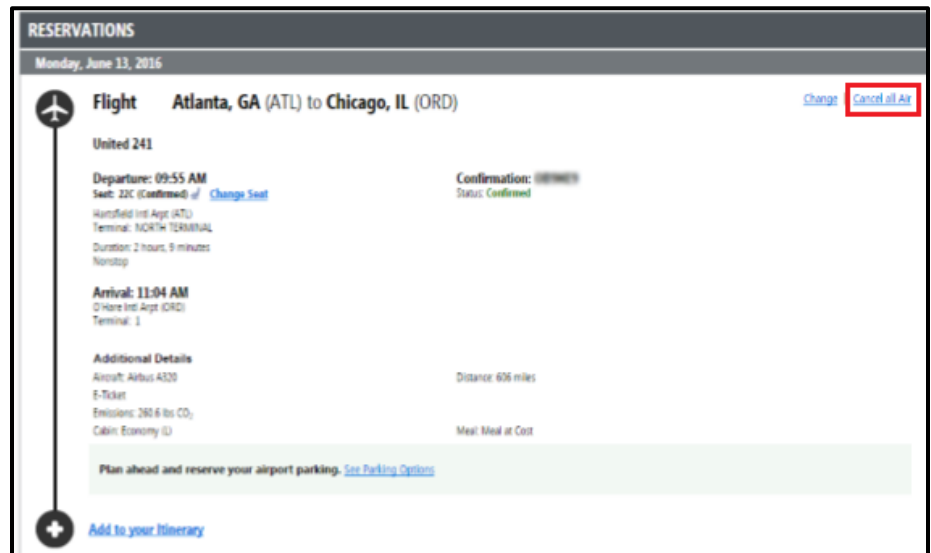
Note that certain scenarios may be influenced by third- or fourth-party participants. In some cases, you must contact the vendor/provider directly to change a purchased and ticketed trip.

1. To change an existing trip, on the **Upcoming Trips** tab, click the ticketed trip that you want to change.

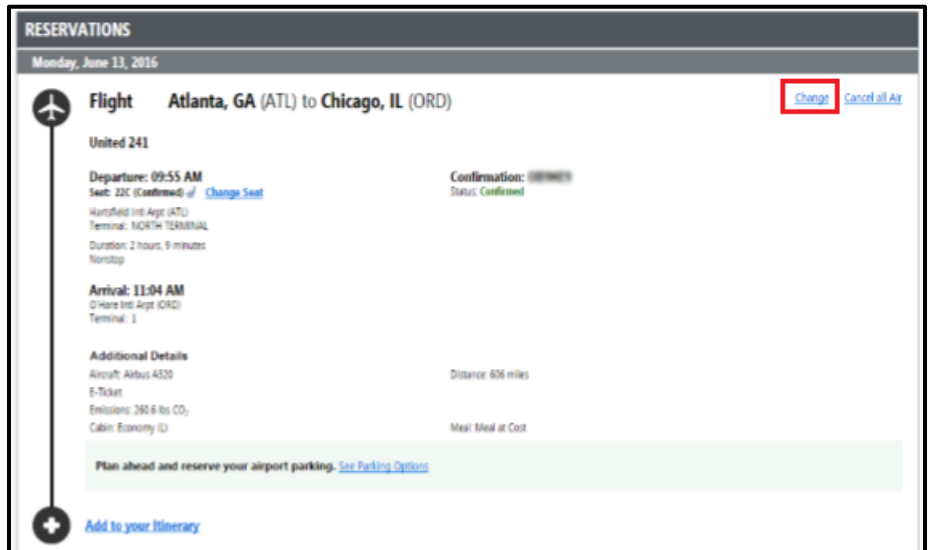


You can **Change** or **Cancel** a ticketed trip from your itinerary.

2. To cancel the entire trip, click **Cancel All Air**.



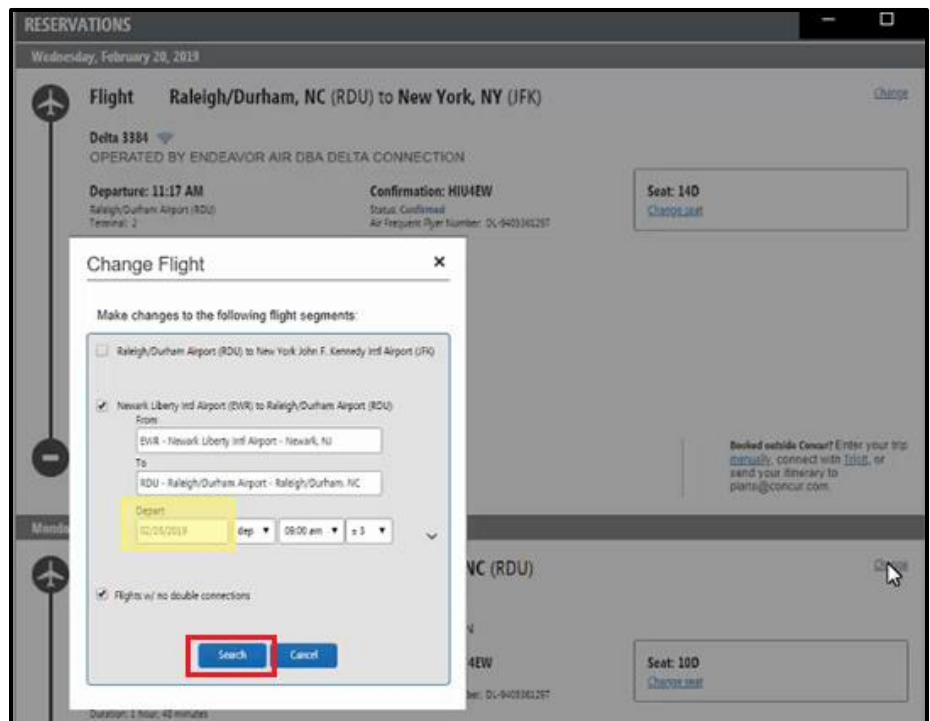
- To change a trip, from the itinerary, click **Change**.



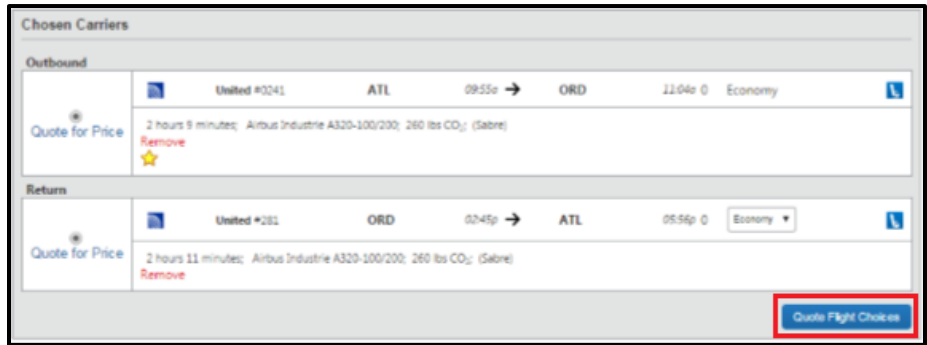
- In the **Change Flight** window, you can change either segment of your flight.

Concur Travel will automatically adjust any car or hotel reservations to match the days of the flight change.

- Select the day and time for your flight, and then click **Search**.



- From the **Chosen Carriers** window, select from the new available flights, and then click **Quote Flight Choices**.



**Chosen Carriers**

**Outbound**

United #0241	ATL	09:55a	→	ORD	21:04a	Economy
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2 hours 9 minutes; Airbus Industrie A320-100/200; 260 lbs CO<sub>2</sub>; (Sabre)

**Return**

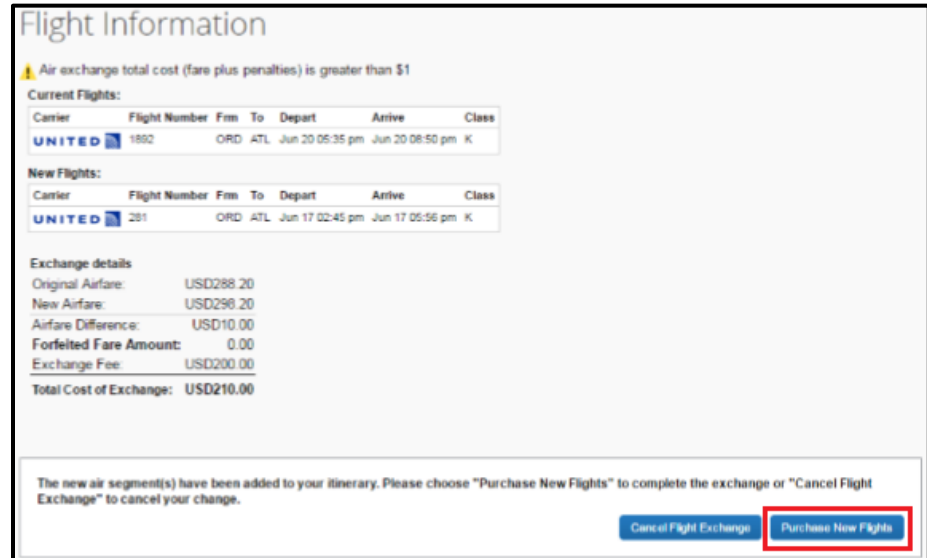
United #281	ORD	02:45p	→	ATL	05:56p	Economy
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2 hours 11 minutes; Airbus Industrie A320-100/200; 260 lbs CO<sub>2</sub>; (Sabre)

**Quote Flight Choices**

SAP Concur displays the new fares including any additional amount that is due, or credit that is available for a future trip.

- Click **Purchase New Flights**.  
To cancel the trip, click **Cancel Flight Exchange**.



**Flight Information**

⚠ Air exchange total cost (fare plus penalties) is greater than \$1

**Current Flights:**

Carrier	Flight Number	Frm	To	Depart	Arrive	Class
UNITED	1892	ORD	ATL	Jun 20 05:35 pm	Jun 20 08:50 pm	K

**New Flights:**

Carrier	Flight Number	Frm	To	Depart	Arrive	Class
UNITED	281	ORD	ATL	Jun 17 02:45 pm	Jun 17 05:56 pm	K

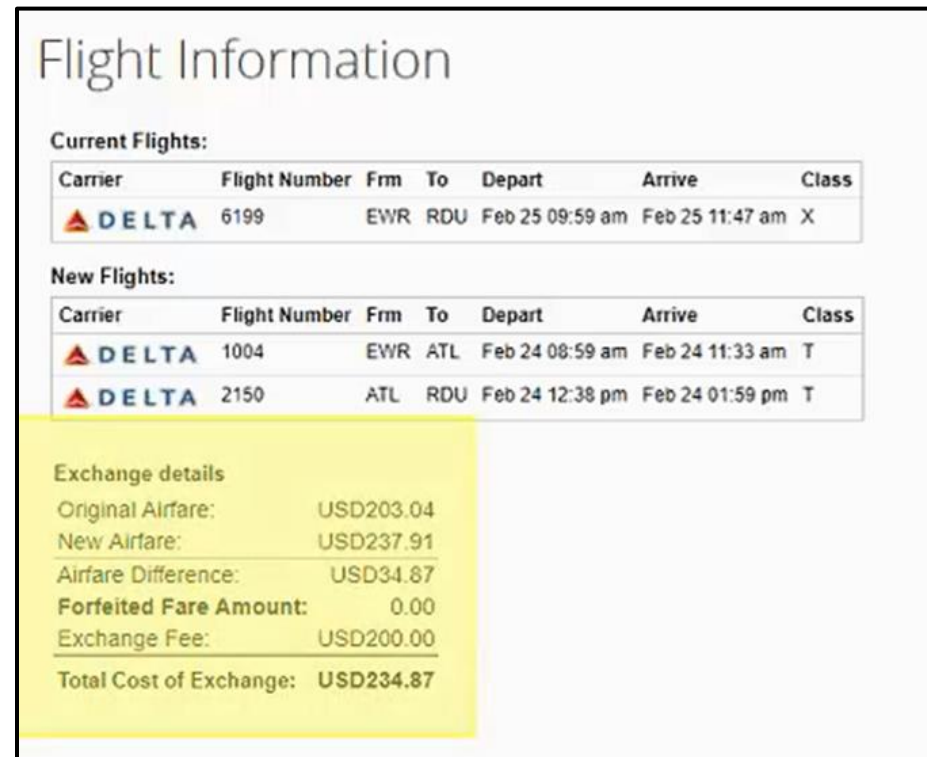
**Exchange details**

Original Airfare:	USD288.20
New Airfare:	USD298.20
Airfare Difference:	USD10.00
Forfeited Fare Amount:	0.00
Exchange Fee:	USD200.00
<b>Total Cost of Exchange:</b>	<b>USD210.00</b>

The new air segment(s) have been added to your itinerary. Please choose "Purchase New Flights" to complete the exchange or "Cancel Flight Exchange" to cancel your change.

**Cancel Flight Exchange** **Purchase New Flights**

After you make the changes you will be able to see the original airfare, new airfare, airfare difference, exchange fee, and the total cost of the exchange



**Flight Information**

**Current Flights:**

Carrier	Flight Number	Frm	To	Depart	Arrive	Class
DELTA	6199	EWR	RDU	Feb 25 09:59 am	Feb 25 11:47 am	X

**New Flights:**

Carrier	Flight Number	Frm	To	Depart	Arrive	Class
DELTA	1004	EWR	ATL	Feb 24 08:59 am	Feb 24 11:33 am	T
DELTA	2150	ATL	RDU	Feb 24 12:38 pm	Feb 24 01:59 pm	T

**Exchange details**

Original Airfare:	USD203.04
New Airfare:	USD237.91
Airfare Difference:	USD34.87
Forfeited Fare Amount:	0.00
Exchange Fee:	USD200.00
<b>Total Cost of Exchange:</b>	<b>USD234.87</b>

If the exchange costs more than purchasing a new ticket, SAP Concur displays a popup window.

8. Click **Purchase New Flights** to continue with the exchange.  
To cancel the exchange, click **Cancel Flight Exchange**.

