


**DEFENSE TRAVEL
MANAGEMENT OFFICE**

The following procedures are provided to assist users with canceling a trip. If you have any questions, please contact your Defense Travel Administrator or the Travel Assistance Center by submitting a help ticket online through the "Tickets" section of TraX (www.defensetravel.dod.mil/passport) or by calling 1-888-Help1Go. If calling from overseas, use DSN to dial directly.

TABLE 1: CANCELING A NON-APPROVED AUTHORIZATION

STEP 1: Was the Authorization Approved?	STEP 2: Traveler, Clerk, or NDEA Action	STEP 3 Were Reservations Made?	STEP 4 Were Expenses Incurred?	STEP 5 Traveler, Clerk, or NDEA Action	STEP 6 Traveler, Clerk, or NDEA Action	STEP 7 Traveler, Clerk, or NDEA Sign Document	STEP 8 AO Action
NO (BUT HAS BEEN PREVIOUSLY STAMPED SIGNED)	Create <i>Adjustment</i> : Click view/edit next to the document to create an adjustment. Clear the Open Document VIEW-ONLY check box. Type in PIN and click OK.	YES	YES	Click Travel on the navigation bar. Use the "Cancel" link to remove each of the reservations (Air, Rental Car, Lodging, and Rail) that had been previously selected.	<ol style="list-style-type: none"> 1. In the Expense Summary, click Remove for each expense that was not incurred. 2. On the Itinerary screen, edit the Location 1 box to make the departing date to equal arriving date. 3. In the Overall Ending Point box change the end date to equal the start date. 4. Change Trip Duration to 12 Hours or Less. 5. Under Expenses> Per Diem Entitlements, ensure the lodging and/or M&IE allowed are equal to zero. 	<ol style="list-style-type: none"> 1. On the Preview Trip screen, type <i>Trip was cancelled – but expenses were incurred</i> in the Comments to the AO field. 2. Stamp document SIGNED. 	<p>The AO will stamp the authorization APPROVED.</p> <p>The voucher can then be processed for reimbursement of expenses incurred.</p>
			NO	Click Travel on the navigation bar. Use the "Cancel" link to remove each of the reservations (Air, Rental Car, Lodging, and Rail) that had been previously selected.	No Action – Go to Next Step	<ol style="list-style-type: none"> 1. On the Preview Trip screen, type <i>Trip was cancelled – no expenses were incurred</i> in the Comments to the AO field. 2. Stamp document SIGNED. 	The AO will stamp the authorization CANCELLED.
		NO	NO	No Action – Go to Next Step	No Action – Go to Next Step	<ol style="list-style-type: none"> 1. On the Preview Trip screen, type <i>Trip was cancelled – no expenses were incurred</i> in the Comments to the AO field. 2. Stamp document SIGNED. 	The AO will stamp the authorization CANCELLED.
			YES	No Action – Go to Next Step	<ol style="list-style-type: none"> 1. In the Expense Summary, click Remove for each expense that was not incurred. 2. On the Itinerary screen, edit the Location 1 box to make the departing date to equal arriving date. 3. In the Overall Ending Point box change the end date to equal the start date. 4. Change Trip Duration to 12 Hours or Less. 5. Under Expenses> Per Diem Entitlements, ensure the lodging and/or M&IE allowed are equal to zero. 	<ol style="list-style-type: none"> 1. On the Preview Trip screen, type <i>Trip was cancelled – but expenses were incurred</i> in the Comments to the AO field. 2. Stamp document SIGNED. 	<p>The AO will stamp the authorization APPROVED.</p> <p>The voucher can then be processed for reimbursement of expenses incurred.</p>

*At the time of cancellation, the traveler is responsible for ensuring the hotel reservation is cancelled in compliance with hotel policy to prevent cancellation charges. Obtain a cancellation confirmation number, if available. It may be necessary to contact the hotel directly for this information.

TABLES 2 :CANCELING AN APPROVED AUTHORIZATION

STEP 1 Was the Authorization Approved?	STEP 2 Traveler, Clerk, or NDEA Action	STEP 3 Were Reservations Made?	STEP 4 Were Expenses Incurred? (Including an Advance)		STEP 5 Traveler, Clerk, or NDEA Action	STEP 6 Traveler, Clerk, or NDEA Action	STEP 7 Traveler, Clerk, or NDEA Sign Document	STEP 8 AO Action	
			EXPENSES	ADVANCE					
YES	Create Amendment: Click amend. Type in the reason for amendment: <i>Trip was cancelled – but expenses/ no expenses incurred</i> (state one or the other) in the comments box. Type in PIN and click OK.	YES	YES	NO	<p>Click Travel on the navigation bar. Use the “Cancel” link to remove each of the reservations (Air, Rental Car, Lodging, and Rail) that had been previously selected.</p> <p>If no advance was paid, then proceed to Step 6.</p> <p>If an advance was paid, after reservations have been cancelled, skip the next step and proceed to Sign Document, Step 7.</p>	<p>If an advance was paid, after reservations have been cancelled skip this step and proceed to Sign Document, STEP 7.</p> <p>1. In the Expense Summary, click Remove for each expense that was not incurred</p> <p>2. On the Itinerary screen, edit the Location 1 box to make the departing date to equal arriving date.</p> <p>3. In the Overall Ending Point box change end date to equal the start date.</p> <p>4. Change Trip Duration to 12 Hours or Less.</p> <p>5. Under Expenses> Per Diem Entitlements, ensure the lodging and/or M&IE allowed are equal to zero.</p>	<p>1. In Preview Trip Screen, type either: A. <i>Trip was cancelled – but expenses were incurred</i> in the Comments to the AO field. OR B. If an advance has been paid then add the following to the comment to the AO, <i>Trip was cancelled but an ADVANCE was received. This AUTH is to CANCEL all travel reservations, expenses will be adjusted on the voucher.</i></p> <p>2. Stamp document SIGNED.</p> <p>Note: If this is an authorization with an advance, the actions in Step 6 should be accomplished on the voucher.</p>	<p>The AO will stamp the authorization APPROVED.</p> <p>The voucher can then be processed for reimbursement of expenses incurred.</p> <p>If an advance was paid, on the voucher remove ALL entitlements (less entitlements incurred, see Step 6). The document will be DUE US after it has been APPROVED.</p>	
				OR					YES
		NO	NO	NO	NO	<p>Click Travel on the navigation bar. Use the “Cancel” link to remove each of the reservations (Air, Rental Car, Lodging, and Rail) that had been previously selected.</p>	<p>No Action – Go to Next Step</p>	<p>1. In the Preview Trip Screen, type <i>Trip was cancelled – no expenses were incurred</i> in the Comments to the AO.</p> <p>2. Stamp document SIGNED.</p>	<p>The AO will stamp the authorization CANCELLED.</p> <p><i>(Funds will be deobligated.)</i></p>
		NO	NO	NO	NO	<p>No Action – Go to Next Step</p>	<p>No Action – Go to Next Step</p>	<p>1. In Preview Trip Screen, type <i>Trip was cancelled – no expenses were incurred</i> in the Comments to the AO</p> <p>2. Stamp document SIGNED.</p>	<p>The AO will stamp the authorization CANCELLED.</p> <p><i>(Funds will be deobligated.)</i></p>
		NO	YES	<p>NO</p> <p>OR</p> <p>YES</p>	<p>No Action – Go to Next Step</p>	<p>If an advance was paid, after reservations have been cancelled skip this step and proceed to Sign Document, Step 7.</p> <p>1. In the Expense Summary, click Remove for each expense that was not incurred. (If Traveler received an Advance, A DUE US voucher will need to be processed.)</p> <p>2. In the Itinerary screen, edit the Location 1 box to make the departing date equal the arriving date.</p> <p>3. In the Overall Ending Point box change end date to equal the start date.</p> <p>4. Change Trip Duration to 12 Hours or Less.</p> <p>5. Under Expenses> Per Diem Entitlements, ensure the lodging and/or M&IE allowed are equal to zero.</p>	<p>1. In Preview Trip Screen, type either: A. <i>Trip was cancelled – but expenses were incurred</i> in the Comments to the AO. OR B. If an advance has been paid, then add the following to the comment to the AO, <i>Trip was cancelled but an ADVANCE was received. This AUTH is to CANCEL all travel reservations, expenses will be adjusted on the voucher.</i></p> <p>2. Stamp document SIGNED.</p> <p>Note: If this is an authorization with an advance, the actions in Step 6 should be accomplished on the voucher.</p>	<p>The AO will stamp the authorization APPROVED.</p> <p>The voucher can then be processed for reimbursement of expenses incurred.</p> <p>If an advance was paid, on the voucher remove ALL entitlements (less entitlements incurred, see Step 6). The document will be DUE US after it has been APPROVED.</p>	