



## Introduction

This supplement is intended for Travelers who use SAP Concur to support official travel. It is only a short summary of the information available directly from SAP Concur via [SAP Concur User Guides and Demonstrations](#). If you are using an online version of this supplement, selecting the links in it will take you directly to other resources. If not, you can copy-paste the full URL into your web browser. Those URLs are at the very end of this supplement.

**Note:** For best results, use the Chrome browser to access SAP Concur.

## Changing Reservations

In SAP Concur, you can only change reservations before approval. If the Approver approved your trip request before you needed to change your reservations, you must either cancel the trip request and create a new one or contact the TMC directly to make the reservation changes. If the Approver has not already approved your request, here's what you need to do:

1. Log into [SAP Concur](#). The [SAP Concur home screen](#) (Figure 1) opens.

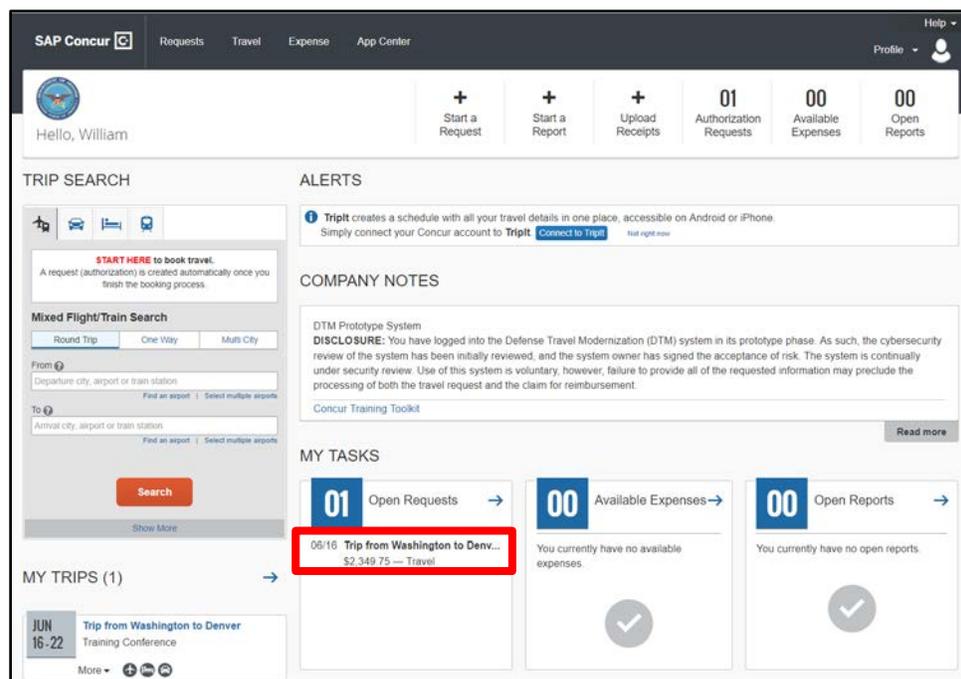


Figure 1: SAP Concur Home Screen

2. Select the trip link under **Open Requests** (Figure 1, red highlight). The request's **Expected Expenses** screen (Figure 2) opens.



Changing Reservations (continued)

Alerts: 2

Trip from Washington to Albuquerque \$931.54

Submitted & Pending Approval | Request ID: 43JH7 | ⚠️ Must be approved by: 07/12/2020 10:30 AM

Request Details | Print/Share | Attachments

**EXPECTED EXPENSES**

Expense type	Details	Date	Amount	Requested
M and IE Allowance	Albuquerque, New Mexico	07/16/2020	\$137.50	\$137.50 Allocated
Air Ticket (Self Booked)	Washington (IAD) - Washington (IAD) : Multi City	07/14/2020	\$545.48	\$545.48 Allocated
Car Rental (Self Booked)	Albuquerque, New Mexico - Albuquerque, New Mexico	07/14/2020	\$130.56	\$130.56 Allocated
Hotel Reservation (Self Booked)	Albuquerque, New Mexico	07/14/2020	\$118.00	\$118.00 Allocated
				<b>Estimated Total: \$931.54</b>

Figure 2: Expected Expenses Screen

- (optional) If you have already submitted the document for approval, select **Recall** (Figure 2, red highlight) to make it editable again. After you confirm that you want to recall the document, the screen refreshes with different button options.

**Note:** If you have not submitted the document for approval, skip this step and proceed to step 4. If the document is approved, the **Recall** button does not appear. Follow the steps under **Contacting the TMC to Make Changes** (below).

- Near the top of the **Expenses** screen, select the **Request Details** link, then the **Travel Itinerary Details** link (Figure 3, red highlights) on the drop-down menu. The **Travel Itinerary** screen (Figure 4) opens.

Trip from Washington to Albuquerque \$931.54

Sent Back to Employee | Request ID: 43JH7 | ⚠️ Must be approved by: 07/12/2020 10:30 AM

Request Details | Print/Share | Attachments

**Request Details**

- Edit Request Header
- Request Timeline
- Audit Trail
- Allocation Summary
- Travel Itinerary details**

**EXPENSES**

Expense type	Details	Date	Amount	Requested
M and IE Allowance	Albuquerque, New Mexico	07/16/2020	\$137.50	\$137.50 Allocated
Air Ticket (Self Booked)	Washington, District of Columbia - Washington, District of Columbia	07/14/2020	\$545.48	\$545.48 Allocated

Figure 3: Expenses Screen



Changing  
Reservations  
(continued)

Travel Itinerary

**TRIP OVERVIEW**

Trip Name: Trip from Washington to Denver  
 Start Date: June 16, 2019  
 End Date: June 22, 2019  
 Created: January 25, 2019, William Never (Modified: January 25, 2019)  
 Description: Training Conference  
 Agency Record Locator: KVCMG  
 Passengers: William Never  
 Total Estimated Cost: \$1,635.76 USD  
 Agency Name: CWT SatoTravel-DoD DHRA

**RESERVATIONS**

Sunday, June 16, 2019

Flight Washington, DC (IAD) to Denver, CO (DEN)

United 1889

Departure: 08:15 AM      Confirmation: OLRN8H  
 Seat: 25A (Confirmed)      Status: Confirmed

Washington Dulles Int Airport (IAD)  
 Duration: 3 hours, 55 minutes  
 Nondrop

TICKET NOT YET ISSUED. AIRFARE QUOTED IN ITINERARY IS NOT GUARANTEED UNTIL TICKETS ARE ISSUED.

**REMARKS**

.....  
 OFFICE HOURS/MONDAY - FRIDAY 0700-2000 ET  
 DOD USD TIER 1.....644-308-6880  
 AFTER HRS EMERGENCY TRAVEL..DOD USD TIER 1..844-308-6880  
 AFTER HRS EMERGENCY INTL.....TBD  
 .....  
 \*\*\*\*\* IMPORTANT CHANGE \*\*\*\*\*  
 IF TICKET NUMBER IS NOT REFLECTED ON THIS ITINERARY  
 THIS AIR RESERVATION WILL AUTOMATICALLY BE CANCELLED  
 AT 72 HOURS PRIOR TO TRAVEL DATE IF APPROVAL OR  
 ORDERS ARE NOT RECEIVED FOR TICKETING DUE TO AIRLINE  
 FARE RULES. THE TRAVELER IS RESPONSIBLE FOR  
 CANCELLING ALL ASSOCIATED HOTEL AND CAR RESERVATIONS  
 TO AVOID ANY NO-SHOW PENALTIES.  
 .....  
 \*\* FOR AIRPORT SECURITY INFORMATION SEE WWW.TSA.GOV \*\*  
 .....

Change Trip   Print Itinerary   E-mail Itinerary   Open in Outlook   Share Trip   Close

Figure 4: Travel Itinerary Screen (portions)

5. Select **Change Trip** (Figure 4, red highlight). The **Travel Details** screen (Figure 5) opens.



Changing  
Reservations  
(continued)

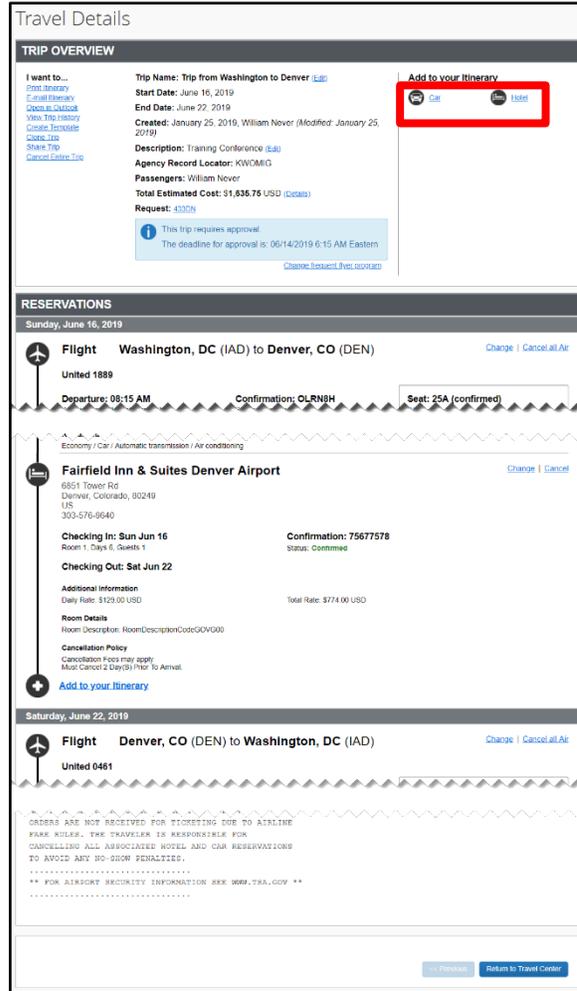


Figure 5: Travel Details Screen (portions)

- 6. Several options are available:
  - a. **Change** link: Presents the search criteria you used to make your original reservation. Search for a new reservation by changing the search criteria. You must change at least one field to successfully use the **Change** link.

**Note:** Sometimes you can't use the **Change** link. For example, when changing hotel reservations, the only available search criteria are the check-in and check-out dates. If you want to change hotels, but keep the same dates, you must use the **Cancel** link, then make a new reservation.



### Changing Reservations (continued)

- b. **Cancel** link: After you review the cancellation policy, remove the selected reservation from your itinerary. The **Travel Details** screen (Figure 5) refreshes. It includes buttons for adding new reservations (Figure 5, red highlight).
  - c. **Cancel all Air**: Identical to **Cancel**, but removes all air reservations at once.
7. After selecting any of the above options, the process for making a new reservation is very similar to the process you used to make the original reservations.

### Contacting the TMC to Make Changes

When you contact the TMC to make reservation changes, they may ask you to provide any or all of the following information:

- **Passenger Name Record (PNR)**: In the trip request, on the **Expected Expenses** screen, select the expense. The **Expense Details** screen opens. It displays the PNR, labeled **Booking Reference**, at the top of the screen.
- **Request ID**: In the trip request, the Request ID appears at the top of the **Expected Expenses** screen.
- **Traveler's date of birth**: Self-explanatory.
- **Card Verification Value (CVV)**: This is the 3-digit security number on the back of your GTCC. The TMC will likely only request this number for changes to Amtrak reservations.

### Additional Resources

The items on this list provide the URLs for additional information you may find useful. Some of them are mentioned elsewhere in this guide.

1. SAP Concur-created User Guides and Demonstrations  
<https://www.concurtraining.com/toolkit/en/expense/end-user/ui02>
2. SAP Concur direct link  
<https://dodtravel.concursolutions.com>



**Additional  
Resources  
(continued)**

In addition, you can many helpful user guides and other informational papers:

- On the DTMO website's **Defense Travel Modernization Prototype** screen at <https://www.defensetravel.dod.mil/site/dtmprototype.cfm>.
- By logging onto SAP Concur at the link in #3 above, then selecting **Help** in the upper left corner of the screen, then **Training** on the drop-down menu.