

Travel: Trip Cancel and Voids

Travel Service Guide

Last Revised: February 13, 2023

Applies to Concur Travel:

- Professional/Premium edition
 - TMC Partners
 - Direct Customers

- Standard edition
 - TMC Partners
 - Direct Customers

Contents

Trip Cancel and Voids	1
Section 1: IMPORTANT – About this Guide	1
Section 2: Overview	1
Professional Edition vs Standard Edition	1
What Is and Is NOT in This Guide	1
Trip Cancel Settings	1
Trip Cancel Settings DO NOT Apply	2
Fees and Charges	3
Section 3: Void, Cancel, and Refunds	3
Common Reasons for Cancellations to Not Appear in Concur Travel	4
Active GDS bookings cancelled offline.....	4
Trip Cancellation in Concur Travel	4
Passive segments cancelled offline.....	4
TripIt	5
Request.....	5
Section 4: End-User Experience	5
If Cancel Request is Within the Void Window.....	6
If Cancel Request is NOT Within the Void Window.....	7
If Concur Travel Cannot Cancel Any Part of the Reservation.....	8
Section 5: Trip Cancel Configuration Options	8
How It Works – Cancel.....	8
How it Works – Void	11
Section 6: Configuration – Trip Cancel	11
Professional and Standard Travel.....	11
Enable Trip Cancel	11
Required: Refund Request Queue	12
Section 7: Configuration – Voids	13
Part 1: Professional Edition – Configuration in Concur Travel.....	13
Part 2: Standard Edition – Configuration in Concur Travel.....	13
Part 3: Professional and Standard Editions – Voided Ticket Queue	13
Section 8: FAQ	14
Questions – Cancel	14
Questions – Voids.....	15

Revision History

Date	Revision Notes/Comments
July 25, 2023	Updated <i>Overview</i> section with note on SAP Concur UI themes; no other changes
February 13, 2023	Removed references to VIA Rail.
June 22, 2022	Added Common Reasons for Cancellations to Not Appear in Concur Travel section
January 14, 2022	Updated the copyright year; no other changes; cover date not updated
June 28, 2021	Removed reference to Park N Fly
April 14, 2021	Updated the copyright year; no other changes; cover date not updated
October 19, 2020	Added note to table in <i>How It Works – Cancel</i> section
February 14, 2020	Updated the copyright; no other changes; cover date not updated
December 13, 2019	Removed references to Air Canada Direct Connect
October 9, 2019	Removed queuing behavior notes from <i>Trip Cancel Configuration Options</i> section
October 8, 2019	Updated <i>Trip Cancel Settings</i> and <i>Trip Cancel Configuration Options</i> sections
September 25, 2019	Removed an FAQ about Amadeus
June 20, 2019	Removed "Concur" from the cover; no other changes; cover date not updated
March 10, 2019	Updated the copyright; no other changes; cover date not updated
May 30, 2018	Added: <ul style="list-style-type: none"> • Notes about queuing behavior under review • Voids are not available with Apollo
January 2, 2018	Updated the copyright; no other changes; cover date not updated
September 9, 2016	Added a note that voids are not available with Galileo
September 2, 2016	General updates throughout
June 26, 2016	Combined these two TSGs into the new format: <ul style="list-style-type: none"> • Trip Cancel • Voids

Trip Cancel and Voids

Section 1: IMPORTANT – About this Guide

Be aware of the following:

- **Infinite variables:** Certain scenarios have an infinite number of variables or extremely unusual circumstances, like rare cancellation or refund situations. So, not all scenarios can be presented in this guide. Also, certain processes may be influenced by third- or fourth-party providers. In some cases, you must contact the provider directly.
- **User interface, fees, rates, schedules:** When other providers change their user interface (for example, web site) or their fees/rates/schedules, they are under no obligation to make SAP Concur aware of those changes. If a screen sample in this guide is outdated because of a change made by a provider, we will update that screen sample when we become aware of the change and at our earliest convenience.
- **Permissions:** A company's admin may or may not have the correct permissions to manage the feature described in this guide. If an admin needs to manage this feature and does not have the proper permissions, they should contact the company's SAP Concur administrator.

Also, the admin should be aware that some of the tasks described in this guide cannot be completed by the company. In this case, the client must contact their TMC (if a TMC provides their support) or SAP Concur (if SAP Concur provides their support).

Section 2: Overview

NOTE: Multiple SAP Concur product versions and UI themes are available, so this content might contain images or procedures that do not precisely match your implementation. For example, when SAP Fiori UI themes are implemented, home page navigation is consolidated under the SAP Concur Home menu.

Professional Edition vs Standard Edition

Professional and Standard Travel are identical except for one configuration step, as described in the configuration section of this guide.

What Is and Is NOT in This Guide

Trip Cancel Settings

This guide discusses the Trip Cancel feature, which is based on the **Trip Cancel Settings** section in Travel System Admin. This guide discusses how the settings are configured and how they work.

For the most part, these settings apply to:

- Ticketed trips
– **and** –
- Trips with *passive content*

NOTE: When non-GDS content (air, car, or hotel) is reserved in Concur Travel, Concur can write a *passive segment* to the GDS PNR (depending on setup) to ensure that a customer's agency fulfillment partner has the details of that content in the GDS, which is where they manage traveler servicing. For passive segments, Concur Travel is unable to go to the original source to cancel the reservation, where the integration with the 3rd party system does not support auto-cancellation.

Trip Cancel Settings DO NOT Apply

The trip cancel settings **do not** apply to **every** cancellation scenario in Concur Travel. For example, the settings **do not** apply to:

- Trips that are **not** yet ticketed and do not include **passive** content.
- Non-GDS hotels booked by Concur Travel that have **not** been sent to the agency for fulfillment.
- For Southwest (WN) Direct Connect, up to 24 hours after the reservations have been booked. Once the 24-hour window has passed, these carriers are treated as passive content and must be cancelled by the agency if **Do Not Allow Traveler to Cancel** (discussed in the configuration section in this guide) is set in the agency configuration for the passive content option.
- Hotel Connectors (all hotel direct connects support online cancellation)
- Alt-GDS Sabre Southwest bookings that have not yet been ticketed in Sabre
- Non-GDS Rail:
 - ♦ **Deutsche Bahn:** Concur Travel does not support automated cancellation on BIBE.
 - ♦ **Evolvi:** Concur Travel does not support cancellation on Evolvi.
 - ♦ **Trainline:** Concur Travel does not support cancellation on Trainline.
 - ♦ **SNCF:** Trip can be cancelled until the last date to ticket provided by SNCF or until the ticket is fulfilled.
 - ♦ **Amtrak:** Trip can be cancelled within 48 hours without a cancellation fee; after that, the cancellation policy applies.

! **IMPORTANT:** For rail, **these conditions may have changed**. Refer to the appropriate travel service guide for more information. The travel service guides are available on the SAP Concur support portal or in Travel Administration online Help.

The previously-mentioned scenarios are **not** discussed in this guide; the Trip Cancel Settings do not apply. The user may or may not be able to cancel through Concur Travel – depending on the vendor, timing, or situation. For example, as shown previously, the user can cancel Hotel Connectors through Concur Travel but cannot cancel Trainline through Travel.



Refer to the appropriate travel service guide for more information. The travel service guides are available on the SAP Concur support portal or in Travel Administration online Help.

Fees and Charges

This guide does not discuss fees or charges; they are an entirely separate issue.

Be aware that regardless of when, how, where, or with whom a user cancels or voids (defined below) a trip or any part of a trip, there may still be cancellation fees, initiation fees, service fees, nonrefundable fees, or other charges. The application of fees and charges is governed by many different entities and situations, such as the agency, vendor, agreement, or timing.

Regardless, the Trip Cancel feature does not affect nor govern the assessment or collection of any fees or changes.

Section 3: Void, Cancel, and Refunds

When the user attempts to cancel a ticketed trip or a trip with passive segments, Concur Travel first checks to see if the cancel request is within the "void window."

Void window refers to the timeframe when a ticket can be *voided before* it is charged to the credit card. Though there may be other charges or fees, the ticket is not charged to the card. (After the void window, the ticket is charged to the card and the user must request a *refund*, if a refund is applicable.)

There are two major systems that handle ticketing, and each has its own definition for "void window":

- ARC (within the United States) allows a ticket to be voided **within one business day of ticketing**.
- BSP (outside the United States) allows a ticket to be voided **by the end of the same day at midnight**. For example, if a reservation is ticketed in Europe at 23:50, the traveler would have 9 minutes to cancel the ticket in order to stay within the void window.

Note the following:

- If a ticket is within the void window, the ticket **must** be voided. A change is not possible.
- Voids are supported for all GDSs at this time **except** Galileo and Apollo.

- Both ARC and BSP have a list of designated holidays. Concur Travel does not take those holidays into account when calculating holidays. Holidays are treated like any other business day.
- Tickets issued outside the original booking Pseudo City Code (PCC), Office ID (OID), or Subscriber ID (SID) are not eligible for voids.
- Voids are not supported for exchanged tickets. A ticket that has already been changed/exchanged once cannot be voided.

So, if the user's cancel request falls **inside** the void window, then the void process starts. If the user's cancel request falls **outside** the void window, then the cancellation process starts, based on trip cancel configuration options (described on the following pages).

During the cancellation process, the TMC processes any applicable refunds. Many flights are not refundable. Messaging about non-refundable flights is displayed to the user while booking the flight in Concur Travel. In cases where refundability is not known, Travel assumes the most restrictive possible fare type (nonrefundable).

Common Reasons for Cancellations to Not Appear in Concur Travel

Active GDS bookings cancelled offline

- **Sabre, Amadeus, and Worldspan:** Reservation not returned to Report queue.
- **Apollo and Galileo:** Travelport Booking Feed not set up correctly.
- PNR does not have the correct remarks in the expected format.
- Not waiting long enough to ensure trip status is updated.
 - ♦ **Pro Tip:** for Sabre, Amadeus, and Worldspan: If the PNR remains on the Report Queue, or has been placed on the Report Error Queue, Concur Travel is not yet aware of those trip updates.



For more information on how to set up PNR Acquisition or Reporting, please refer to the [Agency Partners Toolkit](#) and the PNR Acquisition section of the [Travel Service Guides page](#).

Trip Cancellation in Concur Travel

Concur Travel can be configured to handle trips with passive segments in one of three ways, some of which require action by the TMC. Ensure that you review the options and behavior documented in the *Trip Cancel and Voids Travel Service Guide*.

Passive segments cancelled offline

Cancelling a passive GDS segment that represents a reservation made by Concur Travel outside of the GDS (such as a direct connect) will not necessarily remove the travel from the user's trip list. It is possible that even if the TMC contacts the supplier to cancel, the segment remains in Concur Travel because the non-GDS system doesn't allow Concur to retrieve reservations touched by the supplier.

Cancelling a passive segment that represents a reservation that Concur Travel did not create will not remove the travel from the user's trip list. It is possible that the passive segment represents a reservation forwarded to plans@tripit.com or a reservation posted to Concur Travel by a TripLink supplier. In those scenarios, the user must manually cancel or delete the reservation from TripIt or Concur Travel.

TripIt

TripIt allows travelers to send cancellation emails for some travel suppliers to plans@tripit.com. Doing so will mark the plan as "Needs Review" but it will not delete the segment from TripIt or Concur Travel. The traveler must review plan to complete the deletion.

Request

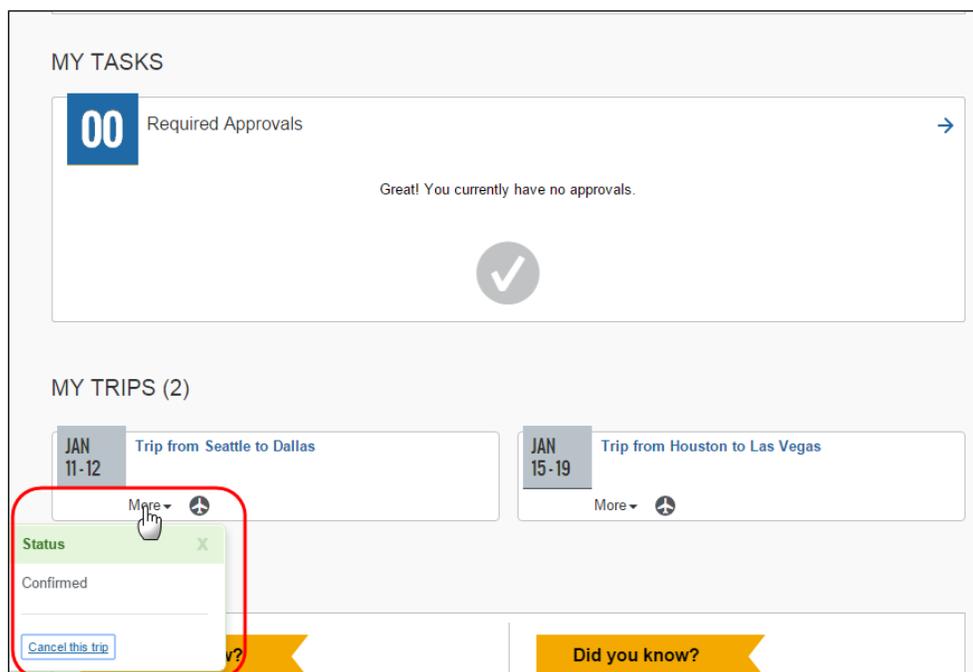
Inactivating a request is different from cancelling a request and the associated travel plans. An inactivated request will still appear in places like Concur Risk Messaging.

Section 4: End-User Experience

There are several ways a user can initiate a cancel request:

- In the **My Trips** section of the SAP Concur home page (shown below)
- On the **Upcoming Trips** tab on the Travel home page
- On the itinerary

If using the SAP Concur home page, the user clicks **More** on the desired trip and then clicks **Cancel this trip**.



Concur Travel checks to see if the cancel request is within the void window.

If Cancel Request is Within the Void Window

The **Cancel Trip** popup appears. The user provides any comments for the agency (optional).

Cancel Trip

 **WARNING:** You are about to withdraw your request. If you do this, all reservations (including flight, hotel, rental car, and rail) will be cancelled.

If you cancel a trip on the day of the planned trip and have hotel reservations that have been guaranteed for late arrival, you must call the hotel directly or risk paying a no-show charge. Concur cannot cancel hotel reservations made when you contacted the hotel directly.

If you have any questions, please contact your travel agent.

If you are **SURE** that you want to withdraw this request then please click **OK**. Otherwise, click **CANCEL**.

If you have any comments you would like to add (for reporting only), please type them below and click **OK**.

OK Cancel

If the user clicks **OK** and if Concur Travel has detected that **all** tickets in the itinerary are within the void period, then Travel will start the void process. The user is presented with a message confirming that the entire trip will be cancelled and all tickets on the itinerary will be voided.

NOTE: If Concur Travel attempts to void via the GDS and if it is not successful, the record can optionally be sent to the agent-assisted Cancel queue to be manually processed.

This trip has been ticketed, but the tickets are within the void deadline, which means you can cancel them for no airline costs or penalties (an agency fee may still apply). To cancel the trip and void the tickets, click the Void ticket and cancel trip button.

Ticket 0017660297310 for RUMFOORD/WINSTON N (USD 1026.20)

Trip Record Locator : QWTPV

Void ticket and cancel trip

Return to Travel Center

The user clicks **Void ticket and cancel trip**. The trip is cancelled and the air tickets are voided.

Your trip has been successfully cancelled.

Ticket 0017660297310 for RUMFOORD/WINSTON N (USD 1026.20) voided by Cliqbook

If Cancel Request is NOT Within the Void Window

The **Cancel Trip** popup appears. The user provides any comments for the agency (optional).

Cancel Trip

 **WARNING:** You are about to withdraw your request. If you do this, all reservations (including flight, hotel, rental car, and rail) will be cancelled.

If you cancel a trip on the day of the planned trip and have hotel reservations that have been guaranteed for late arrival, you must call the hotel directly or risk paying a no-show charge. Concur cannot cancel hotel reservations made when you contacted the hotel directly.

If you have any questions, please contact your travel agent.

If you are SURE that you want to withdraw this request then please click OK. Otherwise, click CANCEL.

If you have any comments you would like to add (for reporting only), please type them below and click OK.

The user then clicks **OK** to cancel the trip.

The warning message alerts the traveler that hotels booked outside Concur Travel must be cancelled with the hotel directly.

If Concur Travel Cannot Cancel Any Part of the Reservation

The user is shown a message directing them to their travel agency for assistance.

This trip has air or hotel segments that cannot be cancelled through Concur.
This trip has air or hotel segments that cannot be cancelled through Concur.
Please contact your company's travel agent to withdraw this trip.
Trip Record Locator :

[Return to Travel Center](#)

Section 5: Trip Cancel Configuration Options

As noted above, the Trip Cancel feature allows agencies to manage the user's ability to cancel ticketed trips or trips with passive segments. Concur Travel provides agencies with three options to fulfill Trip Cancel.

- Make the process completely manual, requiring the user to contact the agency directly for assistance with the cancel request
- Allow the PNR to be pushed to a queue without any modifications, providing the user a **Comments for the Travel Agent** text box for messages to the agency
- Cancel all or part of the reservation (depending on content) with an area to make comments for the travel agent and queue to the agency for handling

These cancellation options can be further customized depending on the content of the PNR – be it all **live** space, all **passive** space, or a mix of **live** and **passive** space – handling each to the agency's specification.

How It Works – Cancel

In the **Trip Cancel Settings** section of the page, there are two trip types:

- Trip has PASSIVE CONTENT (May or May Not Include Live Ticketed Air)
- Trip has Ticketed Air but NO PASSIVE CONTENT

<p>Trip has PASSIVE CONTENT (May or May Not include live ticketed air)</p> <p><input checked="" type="radio"/> Do not allow traveler to cancel - Inform traveler they must contact agency for assistance</p> <p><input type="radio"/> Queue to Agency - Concur will not modify PNR and will simply push PNR to the "REFUND REQUEST QUEUE"</p> <p><input type="radio"/> Cancel Live segments and Queue - Concur will cancel all LIVE segments, and retain all PASSIVE segments in the PNR, and push to the "REFUND REQUEST QUEUE"</p>
<p>Trip has TICKETED AIR but NO PASSIVE Content</p> <p><input checked="" type="radio"/> Do not allow traveler to cancel - Inform traveler they must contact agency for assistance</p> <p><input type="radio"/> Queue to Agency - Concur will not modify PNR and will simply push PNR to the "REFUND REQUEST QUEUE"</p> <p><input type="radio"/> Cancel Live segments and Queue - Concur will cancel all segments and push PNR to the "REFUND REQUEST QUEUE"</p>

Option	Action
Do not allow traveler to cancel	<p>The user is advised to contact the agency for assistance when attempting to cancel the trip.</p> <p>Concur Travel:</p> <ul style="list-style-type: none"> • Cancels no segments • Does not update the Standard PNR Remarks
Queue to Agency	<p>Concur Travel:</p> <ul style="list-style-type: none"> • Cancels no segments • Adds these Standard remarks to the PNR H-CB/QUE/QUERQST FOR CANCEL AGENCY PNR C7AC-200 11 ON 27JUN 1606Z H-CB FIN PNR FINISHING COMPLETE 6 27 2008 12 06 20 PM H-CB/QUE/QUE TO INPROC C7AC-100 7 ON 27JUN 1606Z (this remark will only be written if an optional in-process queue is set up as part of the agency configuration) H-CB/QUE/QUE CANCEL PNR C7AC-100 7 ON 27JUN 1606Z • Pushes the PNR to the Refund Request queue

Option	Action
Cancel Live segments and Queue	<p>When the trip has passive content, Concur Travel:</p> <ul style="list-style-type: none"> • Cancels all live segments • Retains all passive content in the PNR • Adds these Standard remarks to the PNR <ul style="list-style-type: none"> H-CB/QUE/QUE TO INPROC C7AC-100 4 ON 10SEP 1201Z (this remark will only be written if an optional in-process queue is set up as part of the agency configuration) H-CB/QUE/QUE CANCEL PNR C7AC-100 5 ON 10SEP 1201Z • Pushes the PNR to the Refund Request queue <ul style="list-style-type: none"> ◆ (Exception: User attempts a cancellation within the void window. See next section for details) • Pushes to the Cancel queue <p>When the trip does not have passive content, Concur Travel:</p> <ul style="list-style-type: none"> • Cancels all live segments • Adds these Standard remarks to the PNR <ul style="list-style-type: none"> H-CB/QUE/QUE TO INPROC C7AC-100 4 ON 10SEP 1201Z (this remark will only be written if an optional in-process queue is set up as part of the agency configuration) H-CB/QUE/QUE CANCEL PNR C7AC-100 5 ON 10SEP 1201Z • Pushes the PNR to the Refund Request queue <ul style="list-style-type: none"> – (Exception: User attempts a cancellation within the void window. See next section for details) • Pushes to the Cancel queue <p>Note: if for some reason, in a scenario with unusual variables or circumstances, a PNR should not be queued to the refund request queue, it will be available on the cancel queue.</p>

Note the following:

- Direct connects **not** listed in the *Trip Cancel Settings DO NOT Apply* section in this guide will be treated like ticketed air immediately after purchase from the vendor and will follow the cancel rules for ticketed PNRs; however, Concur Travel will not cancel the passive segment in the PNR under any queuing option.
- Instant Purchase fares from the GDS are also treated as Ticketed Air.

How it Works – Void

If the user attempts to cancel a trip and if the cancel request is within the void window, Concur Travel attempts to void the entire trip. Then:

- If the void is successful, Concur Travel:

- ◆ Adds this Standard PNR Remark to the PNR

```
H-CB/CXL/PAX REQ CXL RESERVATION*2016-03-14 09 54*
H-CB/CXL/CXL ALL*LIVE AND DC AIR SEGS CXL BY CB*NO PASSIVE*
H-CB/VOID/TICKET 0017660297310 FOR RUMFOORD WINSTON N USD
1026.20
```

```
H-CB/VOID/ VOIDED BY CLIQBOOK
H-CB/QUE/QUE CANCEL PNR C7AC-333 7 ON 25NOV 1613Z
```

- ◆ Sends the PNR to the Voided Ticket and Cancel queue

- If the void is not successful, Concur Travel:

- ◆ Adds this Standard PNR Remark to the PNR

```
CB/AGT/NEED MANUAL VOID
```

- ◆ Sends the PNR to the Cancel queue

NOTE: For further information on the setup prerequisites to void a ticket, see Section 7: Configuration – Voids. For further information on use cases for which the void process is supported, refer Section 8: FAQ.

Section 6: Configuration – Trip Cancel

Professional and Standard Travel have the same configuration steps.

Professional and Standard Travel

Enable Trip Cancel

- ▶ **To enable Trip Cancel:**

1. Click **Administration > Travel** (on the sub-menu) > **Travel System Admin**.

NOTE: Depending on your permissions, the page may appear immediately after you click **Administration** or **Travel**.

2. In the **Agency Setup** section of the left menu, click **View Travel Agencies**.
3. Click **Edit** for the desired agency configuration.

4. Select the preferred Trip Cancel option:

Trip Cancel Settings

All trips can be canceled online in Concur if no ticket has been issued and no passive content exists in the PNR. These PNR's will be pushed to the CANCEL QUEUE. Trips with NON-GDS hotels booked online in Concur may be cancelled during the initial booking if the trip has not been pushed to the agency for fulfillment.

"Passive Content" means air, car, or hotel content that is represented by a passive segment in the PNR "and" Concur does not know how to go to the original source to cancel the reservation. For example, Air Canada and Southwest Direct Connects are treated as "LIVE" space in Concur and would have similar handling to "LIVE" GDS booked air.

Direct Connect reservations, with the exception of Air Canada, Southwest, Amtrak and SNCF, will "not" be subject to auto-cancellation if a user abandons their trip. In order to use any options other than "Do not allow traveler to cancel," a REFUND REQUEST queue must be defined. If the other options below are disabled, it means that the REFUND REQUEST queue is not defined for the agency assigned to this travel configuration.

If there is no GDS PNR then Concur will cancel the trip in its entirety whenever it is canceled. Note this means there is no PNR to queue after the cancel.

Trip has **PASSIVE CONTENT (May or May Not include live ticketed air)**

- Do not allow traveler to cancel - Inform traveler they must contact agency for assistance
- Queue to Agency - Concur will not modify PNR and will simply push PNR to the "REFUND REQUEST QUEUE"
- Cancel Live segments and Queue - Concur will cancel all LIVE segments, and retain all PASSIVE segments in the PNR, and push to the "REFUND REQUEST QUEUE"

Trip has **TICKETED AIR but NO PASSIVE Content**

- Do not allow traveler to cancel - Inform traveler they must contact agency for assistance
- Queue to Agency - Concur will not modify PNR and will simply push PNR to the "REFUND REQUEST QUEUE"
- Cancel Live segments and Queue - Concur will cancel all segments and push PNR to the "REFUND REQUEST QUEUE"

Required: Refund Request Queue

A Refund Request queue must be specified in the Agency Configuration. If the Refund Request queue has not been configured, then only the Default Setting will apply, **Do Not Allow Traveler to Cancel**.

Queue Set Name Reporting Enabled Retrieve extra itineraries per queue reader run

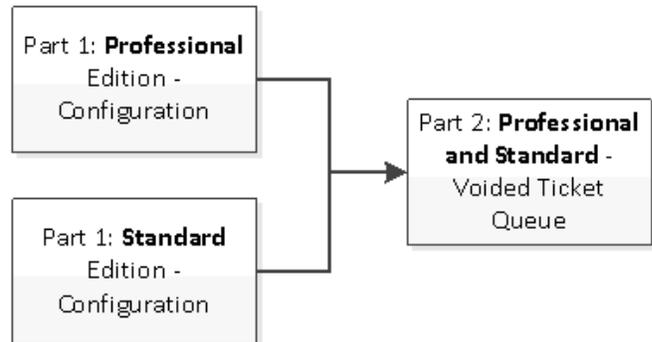
Defined Queues (queue types in red required)

Queue Type	Queue To:	Pseudo City	Queue	Category/Prefatory
Ticketing		<input type="text" value="C7AC"/>	<input type="text" value="85"/>	<input type="text" value="1"/>
Approval hold		<input type="text" value="C7AC"/>	<input type="text" value="26"/>	<input type="text" value="7"/>
Voided ticket queue (when Concur voids a ticket)		<input type="text" value="C7AC"/>	<input type="text" value="200"/>	<input type="text" value="10"/>
Refund request queue (Agency assistance needed with refund)		<input type="text" value="C7AC"/>	<input type="text" value="200"/>	<input type="text" value="11"/>
Ticket change request queue		<input type="text" value="C7AC"/>	<input type="text" value="201"/>	<input type="text" value="11"/>
Passive Open Booking		<input type="text"/>	<input type="text"/>	<input type="text"/>
Offline approval Error queue		<input type="text" value="C7AC"/>	<input type="text" value="94"/>	<input type="text" value="1"/>

Section 7: Configuration – Voids

Follow the appropriate steps for your edition of travel:

- **Part 1:** Professional Edition – Configuration in Concur Travel
– *or* –
Part 1: Standard Edition – Configuration in Concur Travel
- **Part 2:** Professional and Standard Editions – Voided Ticket Queue



Part 1: Professional Edition – Configuration in Concur Travel

▶ **To enable:**

1. Click **Administration > Travel** (on the sub-menu) > **Travel System Admin** and access the desired client travel configuration.

NOTE: Depending on your permissions, the page may appear immediately after you click **Administration** or **Travel**.

2. In the **Wizard Options** section of the travel configuration page, select (enable) the **Allow ticket voids** check box.

The screenshot shows a configuration interface with two dropdown menus and a checked checkbox. The first dropdown is labeled 'Allow pre-ticketing flight changes:' with the value 'Never'. The second dropdown is labeled 'Allow post-ticketing flight changes:' with the value 'Do not allow'. Below these is a checkbox labeled 'Allow ticket voids' which is checked.

Part 2: Standard Edition – Configuration in Concur Travel

Ticket voids are automatically enabled for all Standard Travel customers. No configuration is necessary.

Part 3: Professional and Standard Editions – Voided Ticket Queue

A Voided Ticket queue must be specified in the Agency Configuration. If a Voided Ticket queue is not specified, Concur Travel sends the PNR to the Cancel queue.

Queue Set Name Reporting Enabled Retrieve extra itineraries per queue reader run

Defined Queues (queue types in red required)

Queue Type	Queue To:	Pseudo City	Queue	Category/Prefatory
Ticketing	<input type="text" value="C7AC"/>	<input type="text" value="85"/>	<input type="text" value="1"/>	
Approval hold	<input type="text" value="C7AC"/>	<input type="text" value="26"/>	<input type="text" value="7"/>	
Offline approval queue	<input type="text" value="C7AC"/>	<input type="text" value="83"/>	<input type="text" value="1"/>	
Voided ticket queue (when Concur voids a ticket)	<input type="text" value="C7AC"/>	<input type="text" value="200"/>	<input type="text" value="10"/>	
Refund request queue (Agency assistance needed with refund)	<input type="text" value="C7AC"/>	<input type="text" value="200"/>	<input type="text" value="11"/>	
Ticket change request queue	<input type="text" value="C7AC"/>	<input type="text" value="201"/>	<input type="text" value="11"/>	

Section 8: FAQ

Questions – Cancel

Q. May the configurable options for "Trip has PASSIVE CONTENT" and "Trip has TICKETED AIR but NO PASSIVE Content" be set with dissimilar settings?

A. Yes, agencies may not want to allow trips with passive content to be cancelled online, but they may want all ticketed trips with all live space to be cancelled and queued to the agency. The handling for each configuration option may be mixed.

Q. What message will the traveler see if attempting to cancel a trip that is **not** permitted by the agency?

A. This message appears:

This trip has air travel that has been ticketed.
 Please contact your company's travel agent to withdraw this trip.
 Trip Record Locator : FGHPAE

[Return to Travel Center](#)

Questions – Voids

Q. In which GDSs does Concur Travel support voids?

A. The void feature is currently available for all GDSs **except** Galileo and Apollo.

Q. What happens when a user attempts to cancel/void a ticket that contains a passive segment (an air, car, or hotel segment sold outside of the Concur Travel system or GDS)?

A. Concur Travel cancels the reservations and voids the tickets as requested by the user, if the reservation does **not** include any passive segments. If passive segments do exist, the user is advised to contact their agency.

Q. What happens when a user attempts to cancel/void a ticket that contains live car and/or hotel space?

A. Concur Travel allows the user to cancel/void the reservations; all live car and hotel space is cancelled accordingly and hotel cancellation numbers are displayed on the final cancellation screen.

Q. What happens if one of the tickets is outside of the void window and cannot be voided programmatically?

A. If there are tickets within the PNR that do not void for any reason, the behavior is based on settings as defined in the Trip Cancel feature.

Q. How is the timeline to void a ticket calculated?

A. This depends on the country of the agency:

- ◆ **ARC (within the US):** One business day after ticket issuance
- ◆ **BSP (outside the US):** Midnight of the same day the ticket is ticketed

Q. Both ARC and BSP have a list of designated holidays. Does Concur Travel take those holidays into account when calculating holidays?

A. No. Holidays are treated as business days.

Q. How is the eligibility determined when voiding the ticket?

A. A ticketed can be voided online if it meets the following criteria:

- ◆ No paper tickets
- ◆ All ticketed segments are open
- ◆ Tickets are all within the void deadline

Q. What type of messaging is provided to the user if the void is unsuccessful?

A. In the case of a failed void attempt, Concur Travel displays a message to the user that the cancel could not be completed online and will be attempted by an agent.

