

Claiming Cancelled Airfare

Objective: In this section we will go over the steps to claim cancelled airfare

1. Check the *Claiming airfare for a cancelled Trip* checkbox to claim airfare reimbursement for a cancelled trip. Attach an [Unused Ticket Affidavit](#) in addition to the airfare receipt.

The screenshot shows the SAP Concur 'New Expense' form. The 'Expense Type' is 'Airfare', 'Transaction Date' is '05/01/2019', 'Vendor' is 'United Airlines', 'Airline Travel Service Code' is 'Coach Class', and 'Payment Type' is 'Personal Card/Cash' with an amount of '800.00' in 'USD'. The checkbox 'Claiming airfare for a cancelled trip' is checked and highlighted with a red box and an arrow. Other fields include 'Ticket Number', 'City of Purchase', and 'Comment/Business Reason'. At the bottom, 'TOTAL AMOUNT' and 'TOTAL REQUESTED' are both '\$0.00'. Buttons for 'Save', 'Itemize', 'Allocate', 'Attach Receipt', and 'Cancel' are visible.

2. Check the *Ticket Re-Used from Cancelled Trip* checkbox when you use a credit for a previously cancelled flight to purchase airfare. You will be asked to attach the itinerary for the original airfare, the new airfare and proof of payment (for any costs that were not previously claimed).

The screenshot shows the SAP Concur 'New Expense' form with the same data as the previous screenshot. In this instance, the checkbox 'Ticket Re-Used from Cancelled Trip' is checked and highlighted with a red box and an arrow. The 'Claiming airfare for a cancelled trip' checkbox is unchecked. All other fields and the bottom summary and buttons remain the same.