

CANCELING OR CLOSING/INACTIVATING A REQUEST

Updated November 13, 2019


TRAVEL APPLICATION

Request

HELPFUL HINTS

Cancel or close/inactivate request options only appear with a submitted and approved travel request. When this action is taken, Concur reduces any remaining balance to zero, removes the request from the active list and stops sending email reminders.

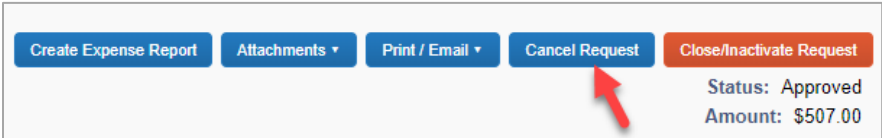
1. Cancel a request if plans have changed and the trip will not be taken.
2. If no expenses will be submitted for reimbursement, after the trip is complete select Close/Inactivate.
3. After the traveler receives their expense reimbursement, select Close/Inactivate.

 **Tip:** Do not take this action if the expense report has not yet been approved by Accounts Payable/Payment Services. Once the request is closed, the request cannot be associated with any additional expense reports.

PROCEDURE

After a travel request has been submitted and approved, travelers may need to cancel or close/inactivate the travel request. From the Manage Requests screen, locate the request and click the Request ID. Note: 'Active' requests that were approved more than 3 months ago are available under the "All Requests" view. This includes requests that have been attached to an expense report, but that have a remaining balance.

To cancel, open the request and click on cancel request.



A pop-up message will appear. Enter a comment to explain why the request is being canceled and click OK.

Cancel Request ✕

Comment History

Creation date	Entered By	Comment Text

Add a comment to explain why you are cancelling the request. Then click OK to confirm the cancellation.

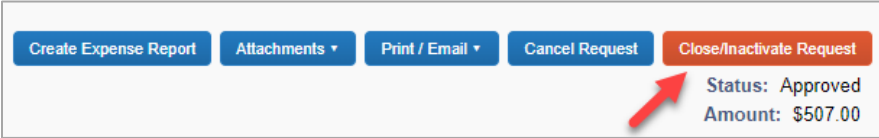
Comment

OK
Cancel

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To close a request, click on close/inactivate request.



A pop-up message will appear. Click on OK.



Requests that have been canceled or closed will be removed from the open requests list. To view requests other than active, click the **View** dropdown and make a selection.

