

Steps to modify and cancel travel arrangements that are on Hold or Booked.

To modify travel arrangements:

Please note that modifications can me made to travel arrangements that are on hold with no penalty. Modifications to booked travel is dependent on the cancelation or flexibility policy of the reservation selected and can result additional fees.

1. To access trips on Hold or Booked, select Trip List.

AMERICAN EXPRESS	GLOBAL BUSINESS TRAVEL HOME	ARRANGER TRAVEL		⑦ ↓ Li ↓ Standard Standard Mission Country Lynn Goodwin vourself
		ARRANGER	TRAVEL	
	GLOBAL BUSINESS TRAVEL	Users you manage	Create trip	
	Profile Neo user profile	Create guest profile	Trip list Courtney Goodwin 1 trip requiring your action	

2. The **Trip List** will give you access to reservations that on **Hold** or **Booked**. You will use the tabs to navigate to the trip you want to **modify** based on the trip's status.

If you need to modify travel arrangements for another traveler, you can *select* the **Traveler** on the right-hand side to view that user's reservations that on **Hold** or **Booked**.

BUSINESS TRAVEL HOME	ARRANGER TRAVEL					? L1	Ms Courtney Lynn Good Working for yourself
My Trips	Travel Policy non compliant				Direct a	ccess: PNR Numbe	er Open
Pend	ding confirmation Current Trips I have bo	oked All				Bro	wse
All None				Confirm	Cancel Booking	▶ Trips	
	Name	<u>Departure</u>	Travelers	Booker	Price	-	
	Denver (CO) 3/7/2022 (YOKZJL)	03/07/2022	Ms Courtney Goodwin	Ms Courtney Goodwin	262.43 USD	Select t	traveler
						Goodwin, Co	ourtney Ms
						D Millstone, Go	dfrey Mr
						Display trips for:	
						O All travelers	
						Current trav	eler only
						Powered by D	e0
					A 18 11		

3. To select the trip that needs modified, click on the Name of the trip to open the reservation.



4. When the trip opens, *select* **Modify** to adjust the reservation.





AMEX – Modiyfing/Canceling Travel Arrangements control

5. After selecting **Modify**, you will be given options for modification based on whether the travel is for airfare, hotel, car rental, etc..

For example, modifying airfare gives you the option to change your outbound and/or return flight by clicking the selection box to the left.

Flight modification			×
MODIFY OUTBOUND Wed 09 Mar 2022	ä	8:30 AM	0
MODIFY RETURN Fri 11 Mar 2022	÷	10:02 AM	Q
			Search

6. Make your new selections to your trip and follow the normal steps to make all subsquent changes based on the modification you have made.

Stops 🗸 Suppliers	✓ Price ✓ Air	rport/Station v Co	onnections v 👩 CO ₂ emi	issions 🗸 🗌 Compli	ant only			
)Choose departing trip	p							
	COVID-19: A	ll you need to know for yo	our safe trip to USA <u>Learn more</u>					
	+ Recomm United A	n <mark>ended</mark> irlines, \$371	Earliest American Airlin	es, Mar 9 - 6:29 AM	S Fastest United Airlines, 3h 45m	\$	Cheapest United Airlines, \$	\$331
	Ø CARBON-EFFI	CIENT						
	UNITED 🞆	8:30 AM (PIT) Wed, Mar 9	> 10:15 AM (DEN) Wed, Mar 9	3h 45m Non-stop	Economy - Wv University R Coach (T) <u>Change fare/class</u> - <u>View seats</u>	ate	\$371 Total Price	Select
		COVID-19 UA 210	09 · 313kg CO:		* P 4 19 Q		COMPLIANT	✓ Show detai
	UNITED 🛃	9:07 AM (PIT) Wed, Mar 9	> 12:23 PM (DEN) Wed, Mar 9	5h 16m 1 Stop (ORD)	Economy - Wv University R Coach (L, L) Change fare/class - View seats	ate	\$331 Total Price	Select
		COVID-19 UA 342	20, UA 2331 · 315kg CO ₂ · Operated	d by republic airways dba un	iited ex ⊗ rC: 10 14 +2		COMPLIANT	✓ Show detail

7. Once all the trip modifications have been completed, select Apply Modifications.

GLOBAL BUSINESS TRAVEL HOME	ARRANGER TRAVEL			0	L1 😣	Ms Courtney Lynn Goodwin Working for yourself	~	Powered by ne 0
Derver (CO) 3/9/2022 / Reservation number: YOKZJL Status and booking history: Being modified Traveler Information: Ms Goodwin Courtney							TRIP Mod	lification
Wed 9 Mar	Wed 9 8:30 AM		Fri 11 10:02 AM		Fri 11 Mar		Appl	y modifications
G→	+		→		-5		Decli	ne modifications
Trip starts	United Airlines to Denver (CO),	U\$A Unite	d Airlines to Pittsburgh (PA), USA		Trip ends		🖬 Sha	
	\$155.72		\$340.31				ADD SER	VICE
		Book additional service						
		8	TAXI) TAXI) S				BOOKAB COST Flight	LE TRIP \$496.03 \$496.03
	Add a hotel	Add a car rental	Add a taxi					

To cancel travel arrangements:

Cancelation of booked travel is dependent on the cancelation or flexibility policy of the reservation selected and can result in a partial or no refund.

1. To access trips on **Hold** or **Booked**, *select* **Trip** List.



2. The **Trip List** will give you access to reservations that on **Hold** or **Booked**. You will use the tabs to navigate to the trip you want to **cancel** based on the trip's status.

If you need to cancel travel arrangements for another traveler, you can *select* the **Traveler** on the right-hand side to view that user's reservations that on **Hold** or **Booked**.

MERICAN EXPRESS	GLOBAL BUSINESS TRAVEL	HOME ARRANGER TRAVEL			10	୭ 41 😤	Ms Courtney Lynn Goodwin Working for yourself
		My Trips Travel Policy non complia	int		Direct acco	ess: PNR Number C	pen
		Pending confirmation Current Trips I have	booked All			Browse	
		All None		Confirm Cancel Bo	ooking	▶ Trips	
		Name	Departure Travelers	Booker	Price		
		Denver (CO) 3/7/2022 (YOKZJL)	03/07/2022 Ms Courtney Goodwin	Ms Courtney Goodwin 2	262.43 USD	Select travele	******
		- On Hold (confirm before 01/28/2022)			mmm	Goodwin, Courtney M	s
						D Millstone, Godfrey Mr	
						Display trips for:	
						All travelers Current traveler only	
						Powered by neo	
		All None		Confirm Cancel Bo	ooking		

3. To *select* the trip that needs cancel, *click* on the **selection box** to the left-hand side of the trip and *click* **Cancel Booking** to open the trip detail.



4. Verify this is the trip you want to cancel and *select* **Next**.

GLOBAL BUSINESS TRAVEL HOME	ARRANGER TRAVEL			0	Ĺ
Denver (CO) 3/7/2022 Reservation number: GZIKAB					
Status and booking history: <u>On hold (confirm be</u> Traveler information: Mr BEAR VERNON	Trip cancelation			×	
Here are some tips for changing or cancellin					
WHEN CAN A BOOKING BE CHANGED IN NEO? C Change / cancel in Neo is allowed for most air, hotel and C	Please find below an extract of the car	icelation policy for	all segments of your trip.		
car bookings up until the day prior to travel. For de assistance, contact Amex GBT.	Service	Initial cost	Policy		
Mon 7 Mar	Flight (One Way) United Airlines to Deriver (CO), USA	\$106 ^{.72}	Free of charge before tickets are issued.		i.
	Flight (One Way) Delta Air Lines to Pittsburgh (PA), USA (1 stop)	\$ 127 ^{.60}	Free of charge before tickets are issued.		
				Next	

5. Select Cancel Trip to finalize the cancellation.

GLOBAL BUSINESS TRAVEL	HOME	ARRANGER	TRAVEL	?	Ĺ
Denver (CO) 3/7/202. Reservation number: GZIKAB	2 /				
Status and booking history: <u>On</u> Traveler information: Mr BEAR	hold (confirm be VERNON	Trip cance	elation	×	
 Here are some tips for changing WHEN CAN A BOOKING BE CHANGED IN NI Change / cancel in Neo is allowed for most. car bookings up until the day prior to trave assistance, contact Amex GBT. 	g or cancellin EO? ⁴ C air, hotel and C el. For di	Do you really To cancel an displayed de	/ want to cancel your trip? individual segment only, please return to the timeline, click on the segment, and then 'Cancel' i tails.	n the	se. Ti Chang
Mon 7 Mar	-	Open	Cancel ated by united airlines Operated by delta air lines inc	el Trip	lar İs

Please reach out to <u>pcps@mail.wvu.edu</u> with any questions.