

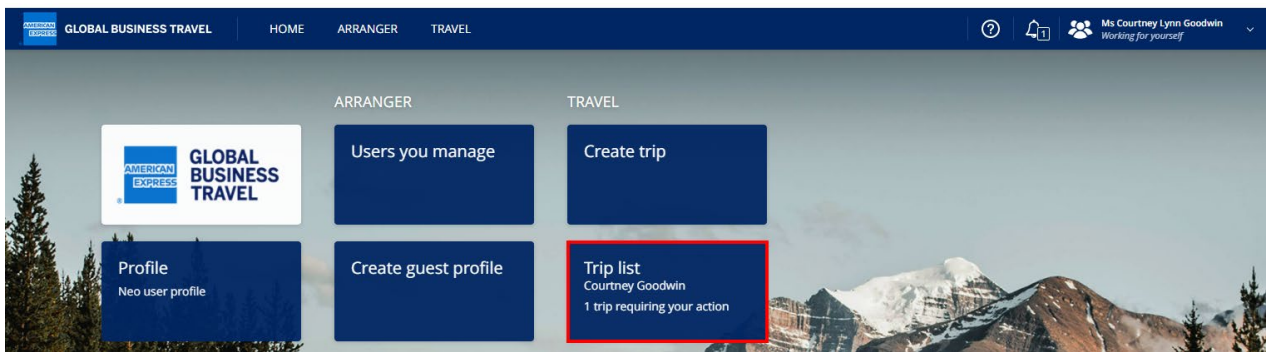
AMEX - Modifying and Canceling Travel Arrangements

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

To modify travel arrangements:

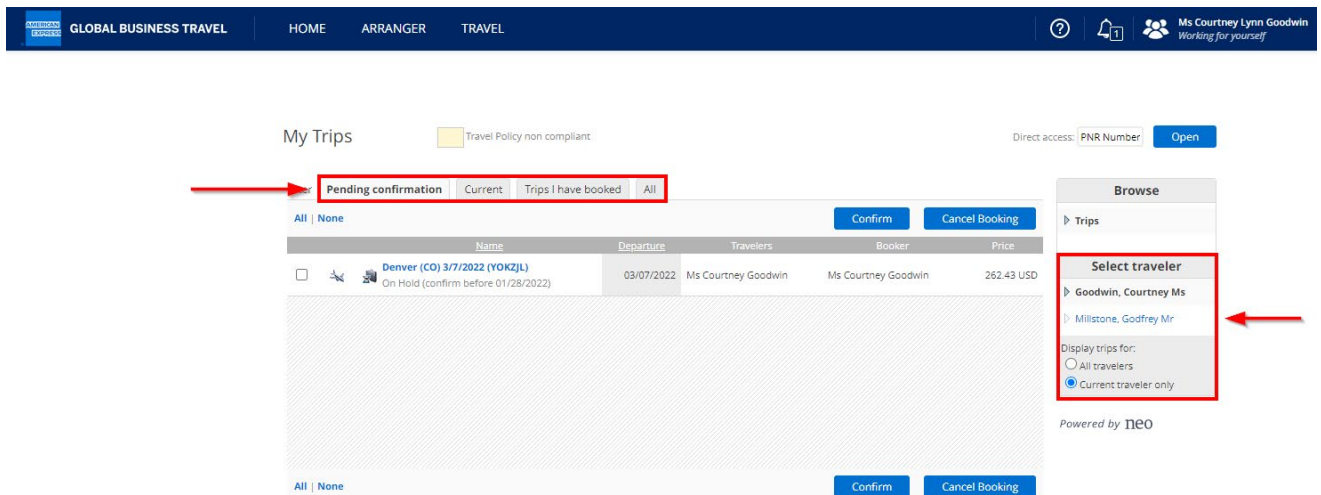
Please note that modifications can be made to travel arrangements that are on hold with no penalty. Modifications to booked travel is dependent on the cancellation or flexibility policy of the reservation selected and can result in additional fees.

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



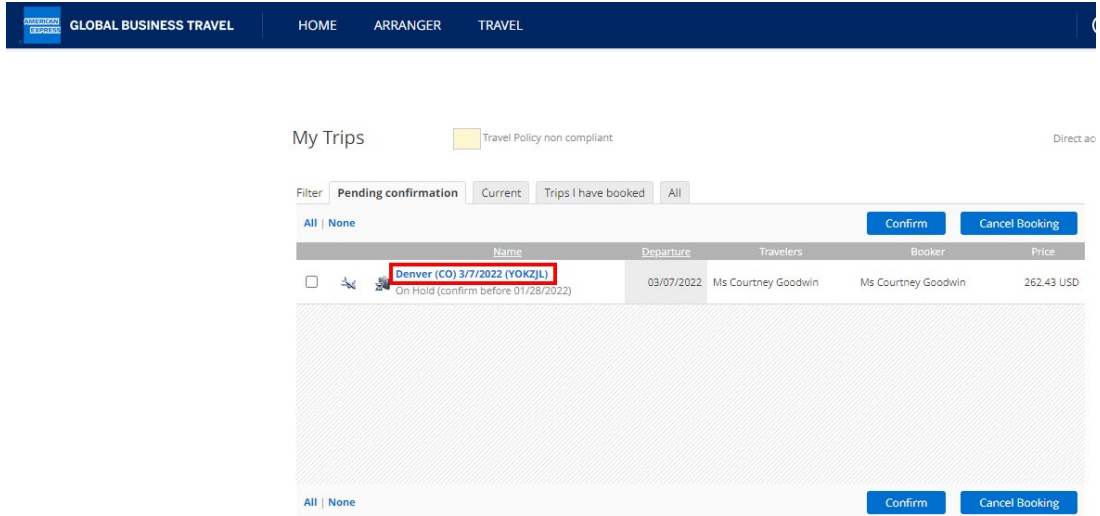
2. The **Trip List** will give you access to reservations that are on **Hold** or **Booked**. You will use the tabs to navigate to the trip you want to **modify** based on the trip's status.

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 are on **Hold** or **Booked**.

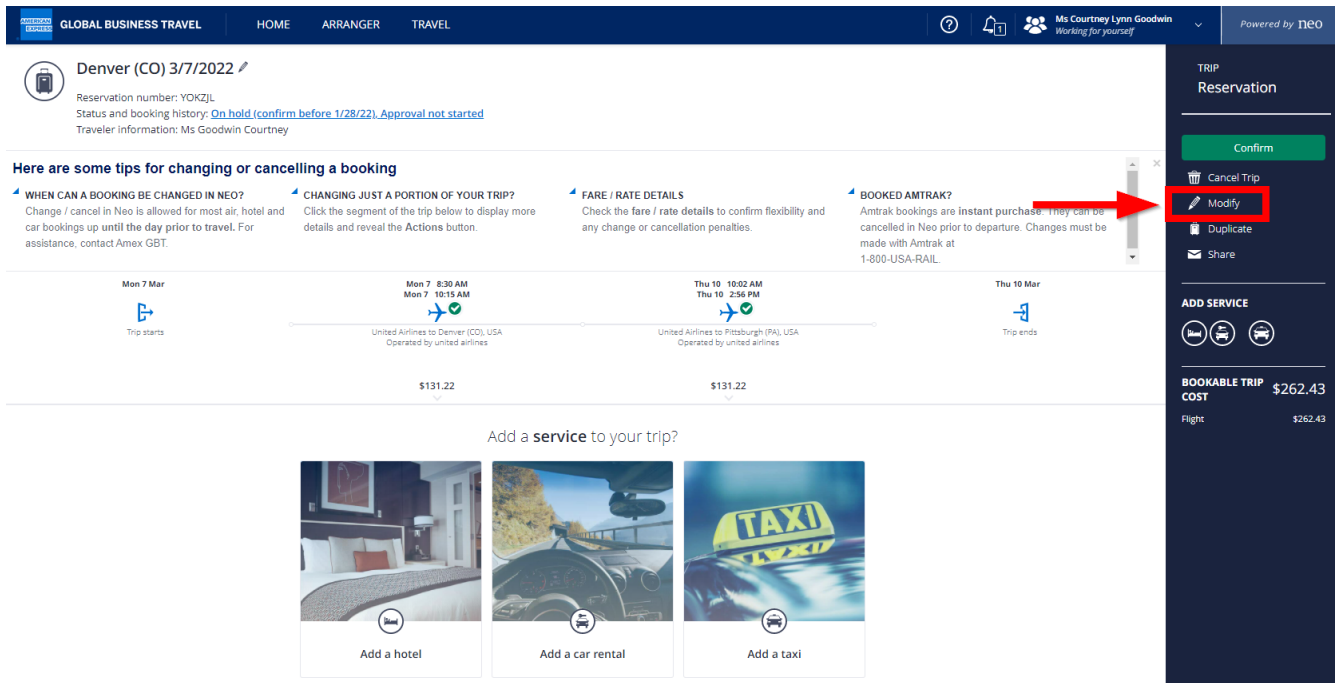


AMEX – Modifying/Canceling Travel Arrangements cont'd

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



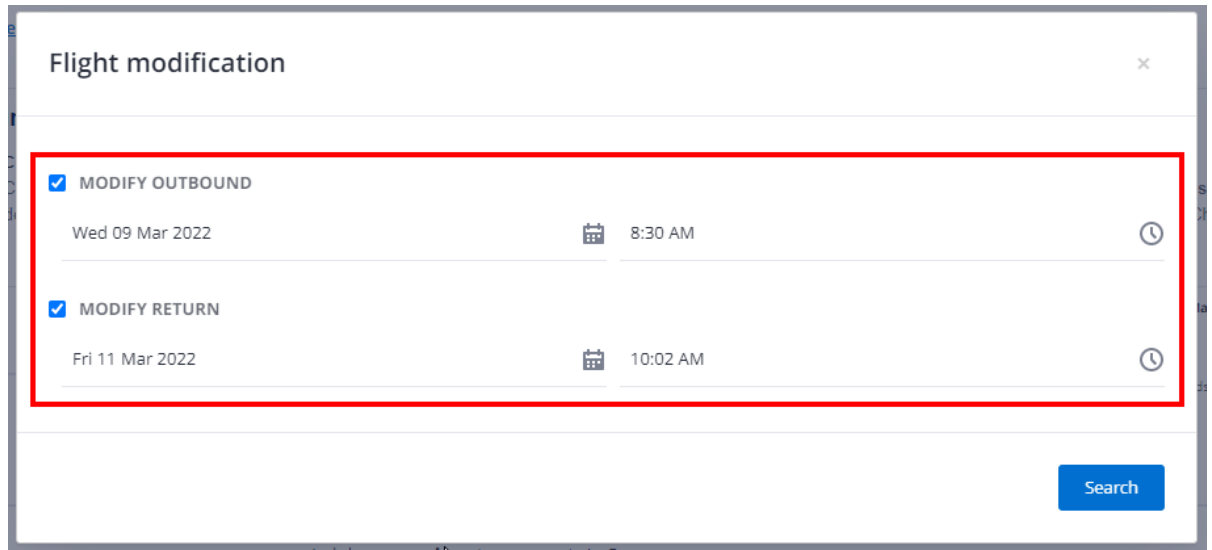
4. When the trip opens, *select* **Modify** to adjust the reservation.



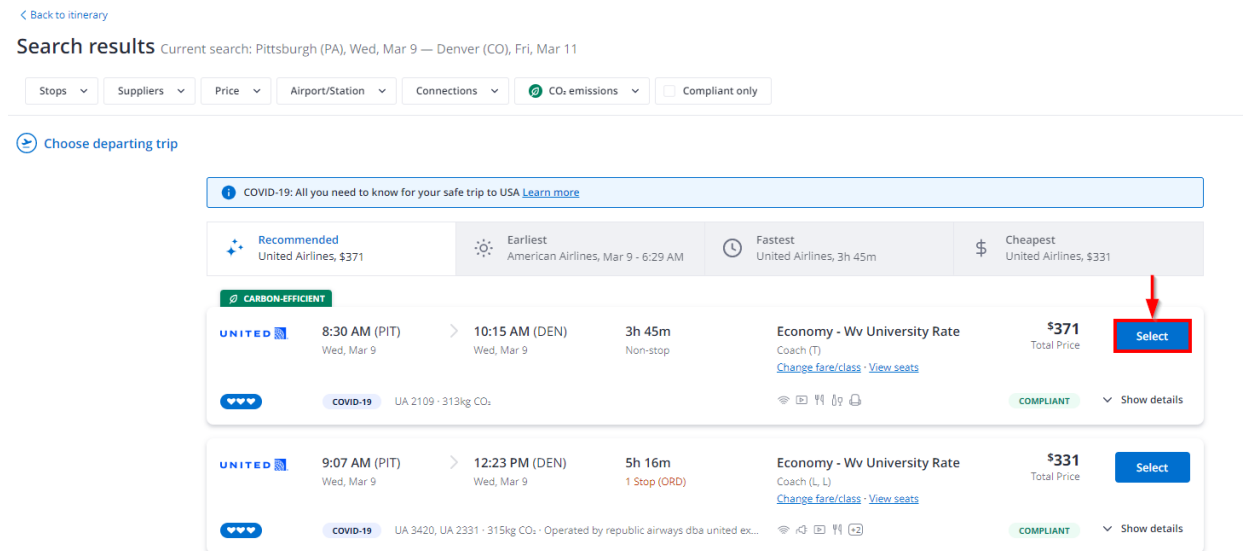
AMEX – Modifying/Canceling Travel Arrangements cont'd

- 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.

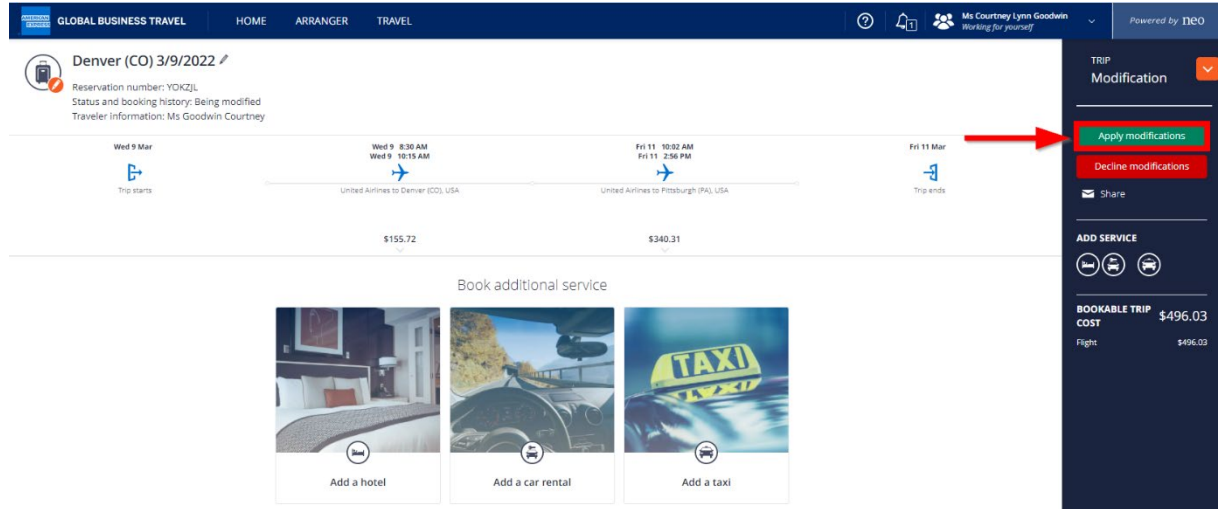


- Make your new selections to your trip and follow the normal steps to make all subsequent changes based on the modification you have made.



AMEX – Modifying/Canceling Travel Arrangements cont'd

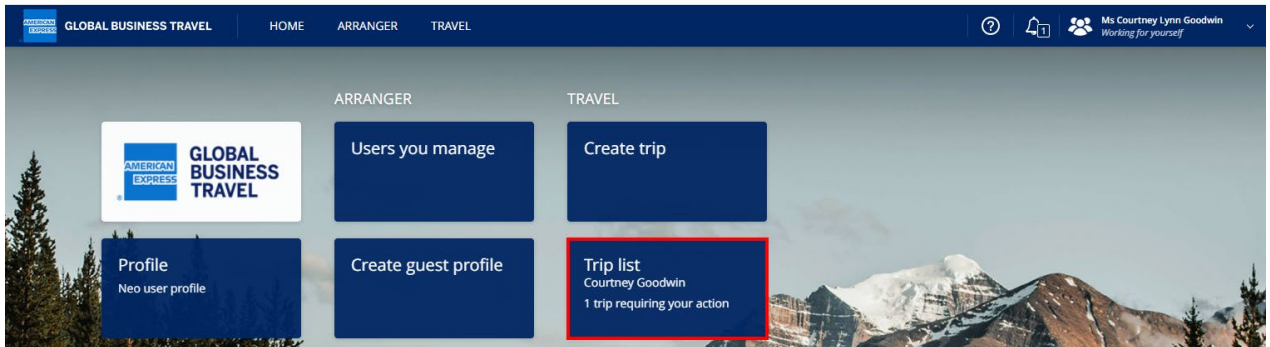
7. Once all the trip modifications have been completed, *select Apply Modifications*.



To cancel travel arrangements:

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

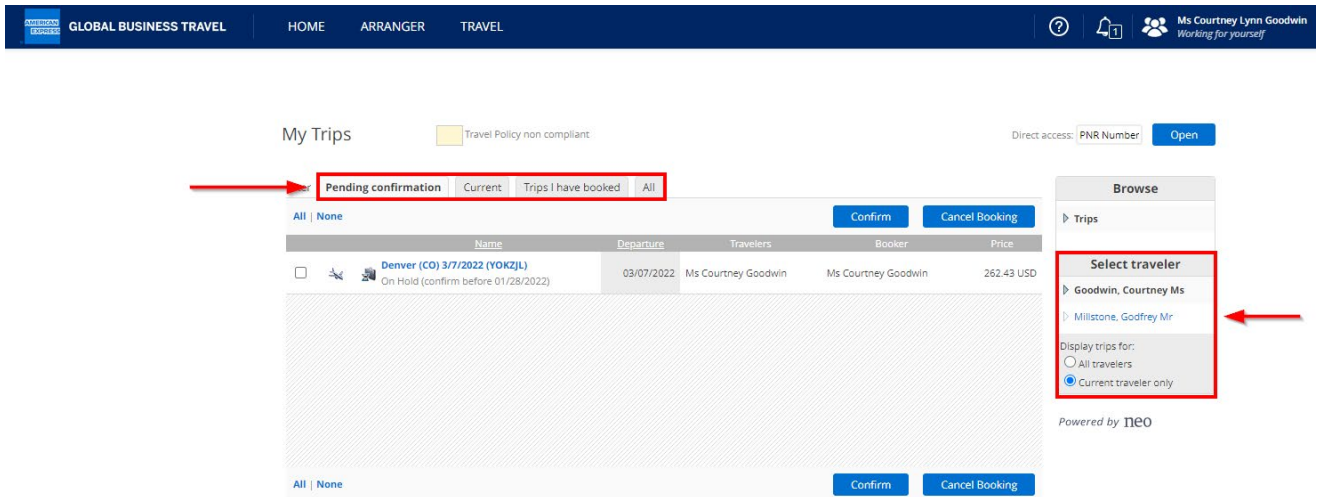
1. To access trips on **Hold** or **Booked**, *select Trip List*.



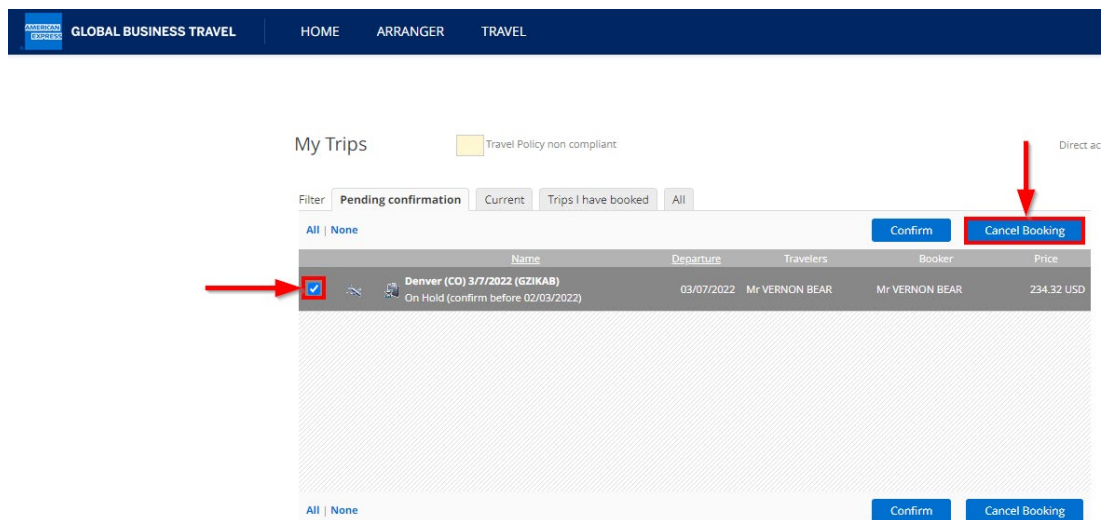
AMEX – Modifying/Canceling Travel Arrangements cont'd

- 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**.

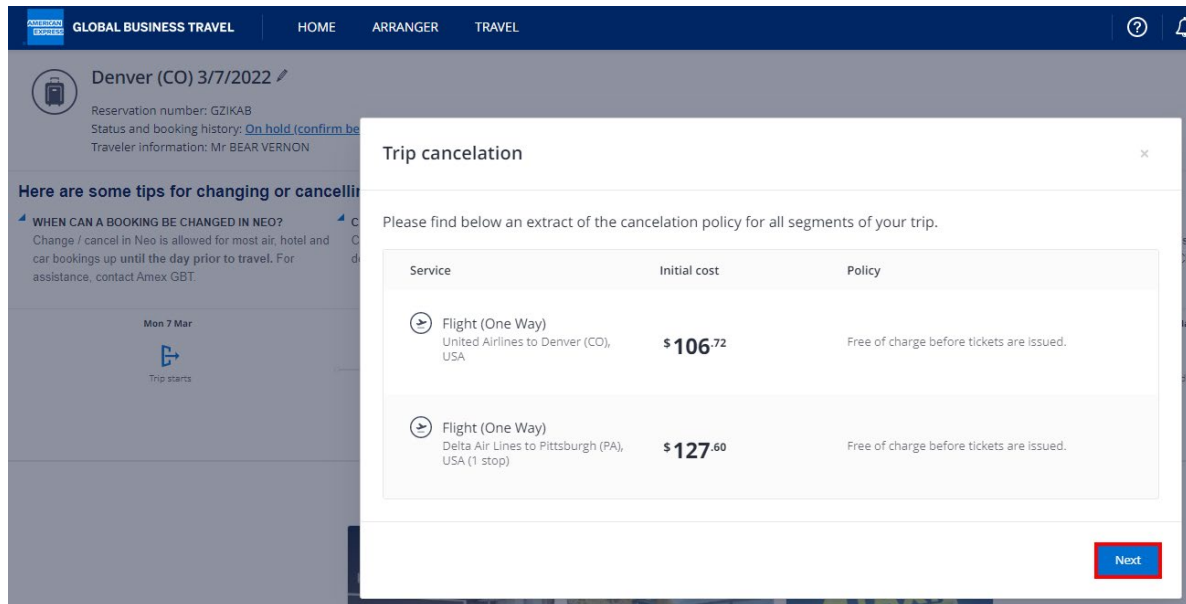


- To *select* the trip that needs cancel, *click* on the **selection box** to the left-hand side of the trip and *click* **Cancel Booking** to open the trip detail.

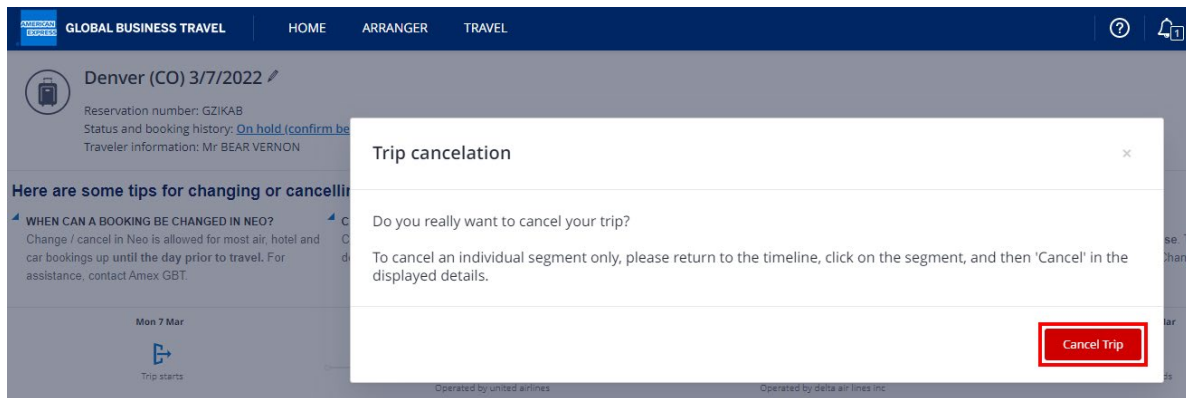


AMEX – Modifying/Canceling Travel Arrangements cont'd

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



5. Select Cancel Trip to finalize the cancellation.



Please reach out to pcps@mail.wvu.edu with any questions.