E2 Steps for Canceling a Trip

When plans change, you may need to cancel a trip that has already been approved. Canceling a trip cancels the authorization, as well as any associated advances and/or vouchers.

Complete the following steps.

1. Access the Trip Dashboard for the trip you want to cancel.
    - Click the My E2 **Trips** tab. This displays the Trips list.
    - Locate the trip you want to cancel in the data grid, and then click the **Show** link. This displays the Trip Dashboard for that trip.
2. Click the **Cancel Trip** link in the Extras section (on the left side of the page).
   NOTE: If the **Cancel Trip** link is NOT available in the Extras section, the status of one or more of the documents associated with the trip will not allow you to cancel the trip at this time. Refer to answer 4184 (Troubleshooting: Why doesn't the Trip Dashboard have a Cancel Trip link?) to troubleshoot the issue.
3. When the Confirm Action window displays, select one of the following options from the **File Expenses** drop-down list.
    - **I do not have any expenses to claim. Cancel my trip.** – Select this option if you do not have any expenses to claim.
      TIP: If you select this option but later discover you do have expenses to claim, refer to answer 4345 (Troubleshooting: Canceled trip with no expenses to claim, but I do have expenses to claim) for instructions on how to proceed.
    - **I am no longer traveling but I have expenses to claim.** – Select this option if you have some out-of-pocket expenses to claim (e.g., TMC fees, travel agent assistance fees, hotel deposits, airport parking, instant purchase airline tickets, etc.).
4. If the trip includes reservations, select one of the following options from the **Delete Reservations** drop-down list.
    - **Delete the reservations** – Select this option to cancel the reservations associated with the trip.
    - **Move the reservations to my held reservations list** – Select this option to retain the reservations associated with the trip and move them to your Held Reservations list, where they will be immediately available for association with another authorization or trip.
5. Click the **Confirm** button at the bottom of the Confirm Action window. You can also click the **Cancel** button to cancel the "cancel request" and return to the Trip Dashboard, leaving the trip unchanged.
    - If you had no expenses to file, the trip is cancelled and no further action is required. This process is complete and you can ignore the remaining steps on this page.
      TIP: The status of the trip may initially display as Pending Cancellation, after you click the **Confirm** button, if cancellation of the reservations associated with the trip requires action from your travel management center (TMC). E2 will automatically update the status to Canceled when the TMC action is complete.

    - If you indicated you had expenses to claim, E2 automatically creates a final voucher and places you in the voucher workflow. Complete the remaining steps on this page.

6. The only field enabled on the Voucher Basic Information page is the **Claim Expenses Between End Date** field, which defaults to the original start date of your trip. Click the **Save and Next Step** button to continue.
   WARNING: Do not delete the voucher as you will be unable to create another one for this trip. If you selected the I am no longer traveling but I have expenses to claim option in error, or you no longer need to file out-of-pocket expenses for the cancelled trip, submit the voucher for approval with no expenses.
7. Review your expenses carefully on the Voucher Expenses page. Click the **Next Step** button when you are finished to continue.
    - The Lodging and Meals and Incidentals expenses still display on the Voucher Expenses page, but with a $0.00 amount.
    - Based on your agency's configuration, not all expenses estimated on the authorization are moved to the voucher. Many common expenses (e.g., parking fees, rental car taxes, taxi fees) are added to the voucher without any value (i.e., an amount of $0.00). Edit these expenses to add the actual amount. For those less common expenses (e.g., tolls, late checkout fees) that are not automatically moved to the voucher, you will need to manually add them as new expenses with the actual amount spent.
    - Click the **Add New Expense** link to add any expenses that were not originally added to the authorization or carried over when the voucher was created.
    - Click the **Modify** link for an expense to attach a receipt, as well as update the date and amount, if necessary.
    - Click the **Delete** link for any expense that does not need to be included on the voucher.
8. Verify the selected funding on the Voucher Accounting page and then click the **Next Step** button to continue.
9. If the Voucher Payments page is part of the workflow, indicate how you should be reimbursed for any travel expenses designated as Pay to Traveler. Click the **Save and Next Step** button when you are finished to continue.
   TIP: If the Voucher Payments page is part of the workflow but payments are not necessary, the No payments required informational message displays on the page. Click the **Next Step** button to continue.
10. Review the details of the voucher on the Voucher Summary page and then click the **Send to Approver** button. When the Confirm Action window displays, read the voucher acceptance policy and click the **Confirm** button.