

How to Cancel Travel

Statewide Travel Program

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1. General Information

1.1 Pre-Trip Cancellation

A pre-trip cancellation is when a traveler cancels a trip before the trip has begun. Pre-trip cancellations are conducted online through Concur.

When travel plans are canceled, travel reservations must be canceled in Concur within the vendor's cancellation requirements. When booking travel, please note the vendor's cancellation policies to avoid penalties.

Important: Travelers may **not** cancel with a vendor directly unless instructed by CI Azumano.

1.2 Mid-Trip Cancellation

A mid-trip cancellation is when the traveler has already checked into their flight and/or the trip is in progress, and they need to cancel the trip. Mid-trip cancellations must be completed by speaking to a CI Azumano travel agent at 1 (877) 454-8785.

Important: Travelers may **not** cancel with a vendor directly unless instructed by CI Azumano.

1.3 Segment Versus Entire Trip Cancellation

There are two options when canceling a trip: only a segment or entire trip cancellation.

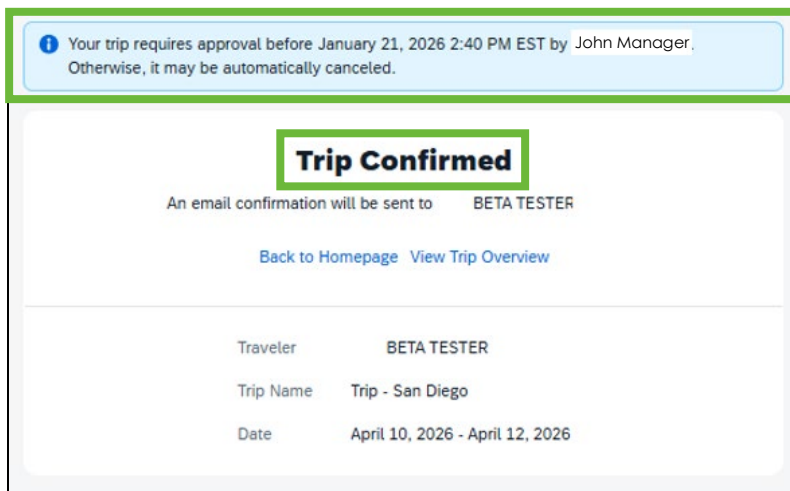
For example, a traveler has booked a trip that includes rental car, hotel and air. A segment cancellation would be canceling just one portion of the trip, like the rental car. An entire trip cancellation would cancel all segments of travel – rental car, hotel, and air.

1.4 Why Was My Trip Canceled?

If you did not actively cancel your trip but received a cancellation email anyways, your trip was either not completed, not approved within the required timeframe, or was rejected by your approving manager.

1.4.1 Incomplete Trip

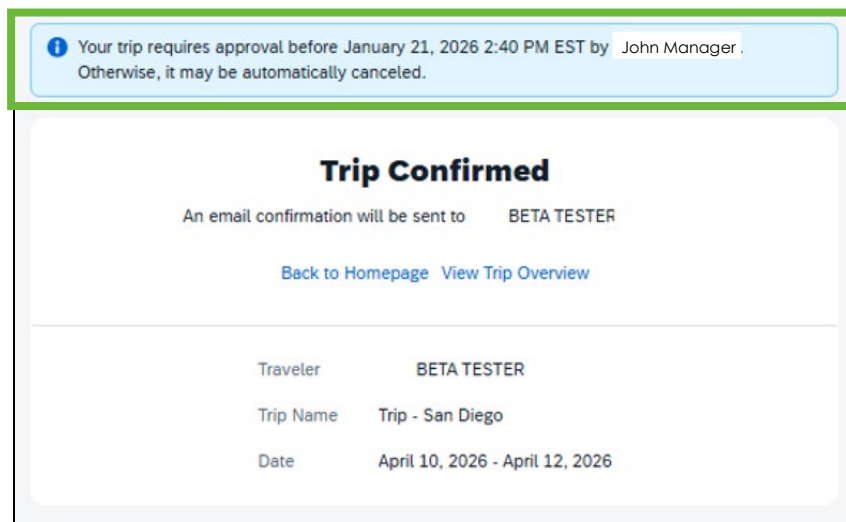
If you did not complete the trip booking, your trip will be automatically canceled after 24 hours. When booking, you must reach the "Trip Confirmed" page to complete the booking. This page will also let you know if your agency participates in the pre-trip approval built into Concur.



Please see the videos and/or guides 'How to Book Air,' 'How to Book a Train,' 'How to Book a Rental Car,' and/or 'How to Book Lodging' for more information.

1.4.2 Rejected Trip

If your agency participates in the pre-trip approval process built into Concur, your travel must be approved by a specific person on or before a specific date.



Your assigned travel approver, typically your manager, must approve the trip before it can be ticketed/finalized. If your travel manager does not approve the trip on time, or actively rejects the trip, it will be automatically canceled.

See the videos and/or guides 'Passive and Hard Stop Approval Information,' 'Travel Approval,' 'Concur Pre-Trip Approval Guide,' and/or 'What to Do if Your Travel Has Been Rejected or Approved' for more information.

2. Step-by-Step Instructions

2.1 Cancel a Segment of a Trip

To cancel one or more segments of a trip, follow these instructions.

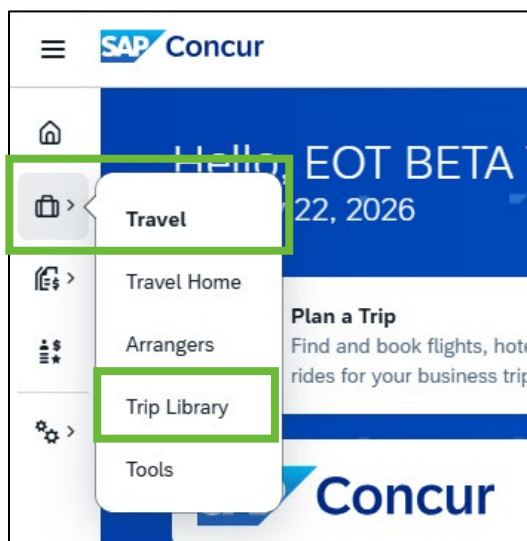
Important: These instructions only apply to trips that have not started yet. If you have already begun your trip (ex. checked into the flight, or departed and used a segment), you need to call a CI Azumano travel agent at 1 (877) 454-8785 to cancel.

2.1.1 Log into Concur

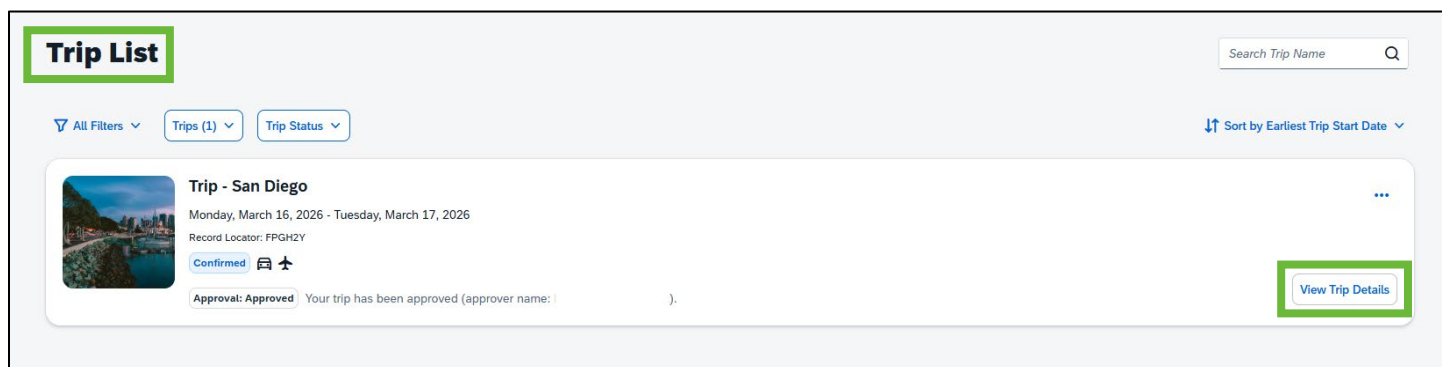
Log into Concur. See the video and/or guide 'How to Log into Concur' for more information.

2.1.2 Find the Trip

Click "Travel," "Trip Library."



Your "Trip List" will open where you can click "View Trip Details" to view, edit or cancel the trip. See the videos and/or guides 'How to Add to An Existing Itinerary,' and/or 'How to Change a Booking' for more information.



2.1.3 Cancel the Segment

Under "Trip Overview," find the portion of the trip you'd like to cancel.

Trip Overview Send Itinerary Back to Homepage Change Trip Cancel Trip Edit Details

Trip Status: Confirmed | Record Locator: FJC0D5 | Trip Name: Trip - Los Angeles | Date: May 11, 2026 - May 13, 2026

Hotel has not been selected: Los Angeles Search Hotel Delete

Sacramento, CA (SMF) - Los Angeles, CA (LAX) Confirmed

Monday, May 11, 2026 | Confirmation Number: See Details

6:00 AM - 7:30 AM | Nonstop | Duration: 1h 30m

Southwest Airlines | WN 1758 | Select Seats

Payment: U.S. Bank ****6733 | Choice Preferred Cabin: Economy

[Flight Fare Rules and Restrictions](#) | [View Details](#) | [More Actions](#)

ENTERPRISE Rental Car Confirmed

Monday, May 11, 2026 - Wednesday, May 13, 2026 | Confirmation Number: 1688697783COUNT

Estimated Total Cost **\$666.19**

Flight: \$475.48
Rental Car: \$190.71

Rates are quoted in USD.
Original cost, refund, or penalty for canceled or changed bookings are not displayed.

Would you like to book anything else?
Add Hotel Add Rental Car

Click "More Actions," "Cancel Booking."

ENTERPRISE Rental Car Confirmed

Monday, May 11, 2026 - Wednesday, May 13, 2026 | Confirmation Number: 1688697783COUNT

Intermediate Toyota Corolla or similar

5 seats | 3 doors | 4 windows | Automatic | Unlimited Mileage

Most Preferred Corporate Rate 89 kg CO₂e

Booking Includes
✓ Air Conditioning

Pickup and Drop-off Station
05/11/2026 8:00 AM - 05/13/2026 11:00 AM
9020 AVIATION BLVD
INGLEWOOD CA 90301

[Rental Station Details](#)

[More Actions](#)

[Change Booking](#)

[Cancel Booking](#)

Los Angeles, CA (LAX) - Sacramento, CA (SMF)
Wednesday, May 13, 2026 | Confirmation Number: See Details

HOW TO CANCEL TRAVEL

Review the segment of travel you are canceling. Review the vendor's rules and restrictions to ensure you understand the cancellation policy and any applicable fees.

Please check Rate Rules and Restrictions to confirm whether a cancellation fee applies.

Confirm Cancellation

[Do Not Cancel](#) [Confirm Cancel](#)

Trip - Los Angeles

Rental Car - ENTERPRISE

May 11, 2026 - May 13, 2026 Record Locator: FJC0D5

[Rules and Restrictions](#)

If the cancellation does not follow the vendor's cancellation requirements, your agency will be responsible for any applicable penalty fees. Cancellation policies can be found while booking any segment of travel. See the videos and/or guides 'How to Book Air,' 'How to Book a Train,' 'How to Book a Rental Car,' and/or 'How to Book a Hotel' for more information.

After reviewing and confirming, click "Confirm Cancel."

Please check Rate Rules and Restrictions to confirm whether a cancellation fee applies.

Confirm Cancellation

[Do Not Cancel](#) [Confirm Cancel](#)

Trip - Los Angeles

Rental Car - ENTERPRISE

May 11, 2026 - May 13, 2026 Record Locator: FJC0D5

[Rules and Restrictions](#)

2.1.4 Segment Cancellation Confirmation

When the "Trip Overview" refreshes, there will be a note along the top of the page noting the cancellation was successful. Additionally, the canceled segment of the trip will be labeled "Canceled."

Cancellation was successful

Airfare must be ticketed by: 01/07/2026 6:59 PM EST.

Trip Overview

[Send Itinerary](#) [Back to Homepage](#) [Change Trip](#) [Cancel Trip](#) [Edit Details](#)

Trip Status	Record Locator	Trip Name	Date
Confirmed	FJC0D5	Trip - Los Angeles	May 11, 2026 - May 13, 2026

Hotel has not been selected: Los Angeles

You can still finalize the trip without completing this step. [Search Hotel](#) [Delete](#)

Sacramento, CA (SMF) - Los Angeles, CA (LAX)

Monday, May 11, 2026 [Confirmed](#)

Confirmation Number: [See Details](#)

6:00 AM - 7:30 AM Nonstop Duration: 1h 30m

Southwest Airlines WN 1758

Payment: U.S. Bank ****6733

[Flight Fare Rules and Restrictions](#)

[Select Seats](#)

Choice Preferred Cabin: Economy

Estimated Total Cost \$475.48

Flight [▼](#) \$475.48

Rates are quoted in USD.

Original cost, refund, or penalty for canceled or changed bookings are not displayed.

Would you like to book anything else?

[Add Hotel](#) [Add Rental Car](#)

ENTERPRISE Rental Car

Monday, May 11, 2026 - Wednesday, May 13, 2026

Confirmation Number: 1688697783COUNT [Canceled](#)

HOW TO CANCEL TRAVEL

If that's the only segment you want to cancel, you can log out of Concur.

If you want to cancel more segments of the same trip, follow the prior steps starting at section 2.1.3 of this document.

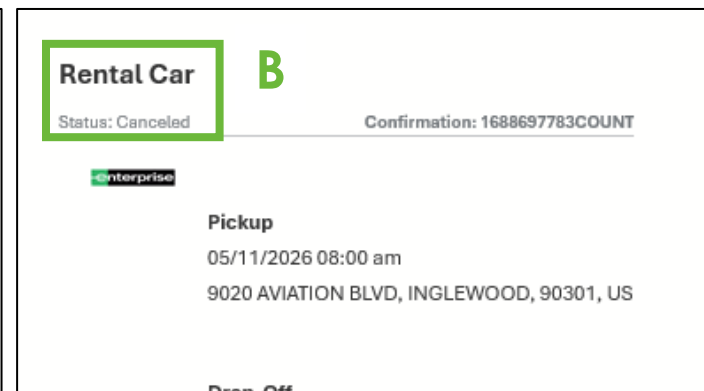
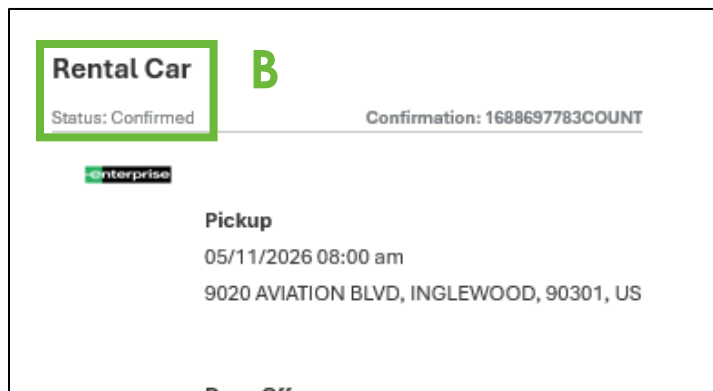
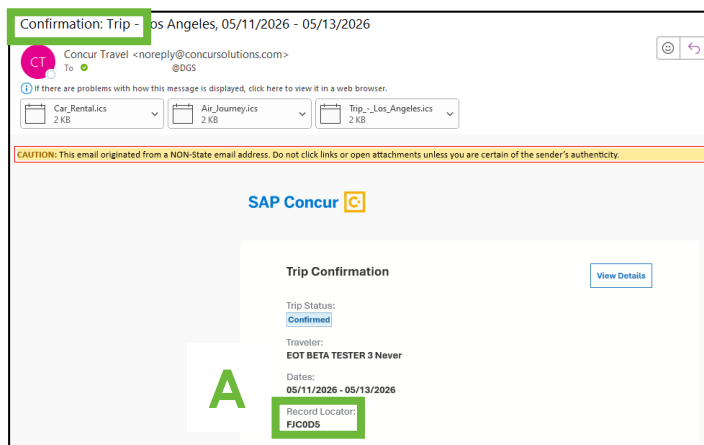
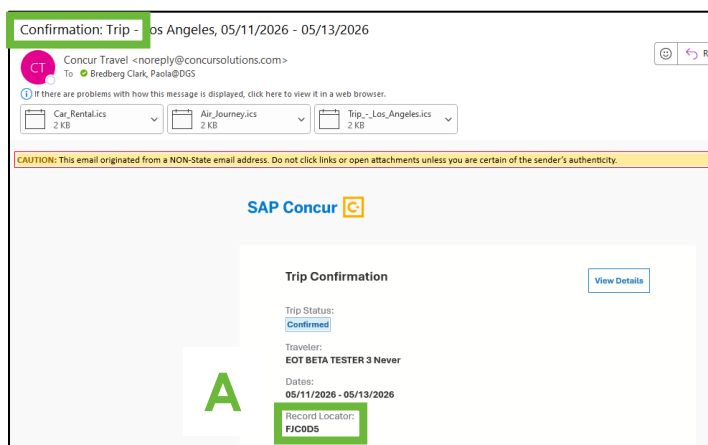
2.1.5 New Itinerary Email

After canceling a segment, the traveler and their primary Travel Arranger will receive a new "Confirmation" email. This email shows the updated travel plans with canceled segments.

- A) The "Agency Record Locator" and information from the non-canceled segment(s) stay the same as the original email.
- B) The canceled segments will still appear on the new itinerary if correctly canceled – it will be labeled "Canceled."

Original "Confirmation" Email:

New "Confirmation" Email:



Important: It is the traveler's responsibility to send any updated travel documentation to their Travel Coordinator/administration team. Please review your agency's internal travel policies to remain compliant.

2.1.6 Trip Library Update

After canceling a segment, you will see the updated version of the trip within your "Trip Library" in Concur. See section 3.3.1 of this document for instructions on how to find the "Trip Library."

2.2 Cancel the Entire Trip

To cancel an entire trip, follow these instructions.

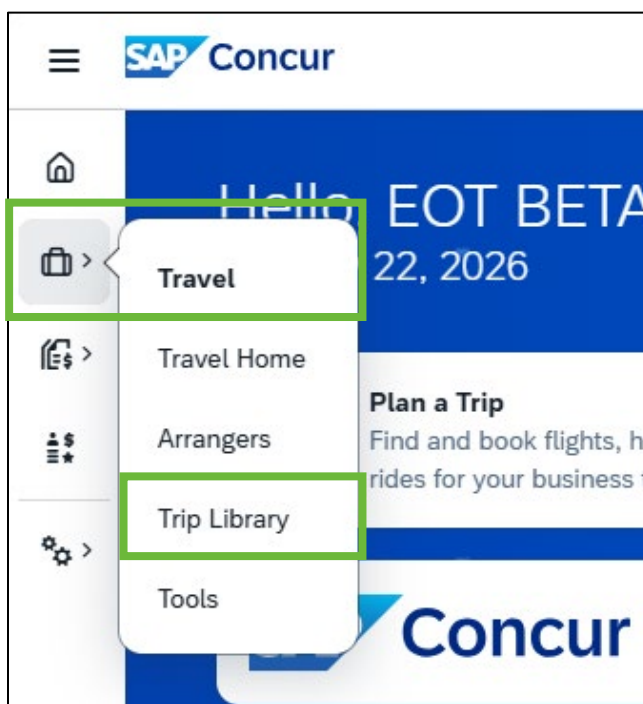
This only applies to trips that have not started yet. If you have already begun your trip (ex. checked into the flight, or departed and used a segment), you need to call a CI Azumano travel agent at 1 (877) 454-8785 to cancel.

2.2.1 Log into Concur

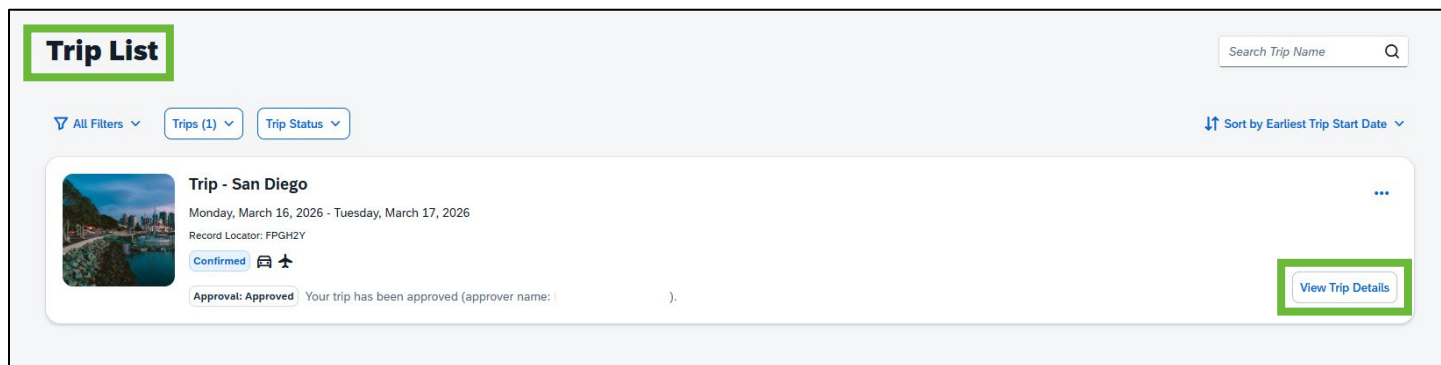
See the video and/or guide 'How to Log into Concur' for more information.

2.2.2 Find the Trip

Click "Travel," "Trip Library."



Your "Trip List" will open where you can click "View Trip Details" to view, edit or cancel the trip. See the videos and/or guides 'How to Add to An Existing Itinerary' and/or 'How to Change a Booking' for more information.



2.2.3 Cancel the Trip

Click "Cancel Trip."

Trip Overview Send Itinerary Back to Homepage Change Trip **Cancel Trip** Edit Details

Trip Status	Record Locator	Trip Name	Date
Confirmed	FJC0D5	Trip - Los Angeles	May 11, 2026 - May 13, 2026

Hotel has not been selected: Los Angeles Search Hotel Delete
You can still finalize the trip without completing this step.

Sacramento, CA (SMF) - Los Angeles, CA (LAX)
Monday, May 11, 2026 Confirmed ^
Confirmation Number: [See Details](#)

6:00 AM - 7:30 AM Nonstop Duration: 1h 30m Select Seats
 WN 1758

Estimated Total Cost ? **\$666.19**

Flight	\$475.48
Rental Car	\$190.71

Rates are quoted in USD.
i Original cost, refund, or penalty for canceled or changed bookings are not displayed.

Review the trip you are canceling. Review the vendor's rules and restrictions to ensure you understand the cancellation policy and any applicable fees.

Confirm Cancellation Do Not Cancel **Confirm Cancel**

Please check Rate Rules and Restrictions to confirm whether a cancellation fee applies.

Trip - Los Angeles

Flight - Southwest Airlines
Refund Conditions Cancel now with no penalty
May 11, 2026 - May 13, 2026 Record Locator: FJC0D5
Rules and Restrictions

If the cancellation does not follow the vendor's cancellation policy, your agency will be responsible for any applicable penalty fees/charges. Cancellation policies can be found while booking any segment of travel. Please see the videos and/or guides 'How to Book Air,' 'How to Book a Train,' 'How to Book a Car Rental,' and/or 'How to Book a Hotel' for more information.

After reviewing and confirming, click "Confirm Cancel."

Confirm Cancellation Do Not Cancel **Confirm Cancel**

Please check Rate Rules and Restrictions to confirm whether a cancellation fee applies.

Trip - Los Angeles

Flight - Southwest Airlines
Refund Conditions Cancel now with no penalty
May 11, 2026 - May 13, 2026 Record Locator: FJC0D5
[Rules and Restrictions](#)

2.2.4 Cancellation Confirmation

When the "Trip Overview" refreshes, there will be a note along the top of the page noting the cancellation was successful. Additionally, each segment of the trip will be labeled "Canceled."

Cancellation was successful

Trip Overview

[Send Itinerary](#) [Back to Homepage](#)

Trip Status	Record Locator	Trip Name	Date
Canceled	FJC0D5	Trip - Los Angeles	May 11, 2026 - May 13, 2026

[Itinerary](#) [Details](#) [Trip History](#)

✈ Sacramento, CA (SMF) - Los Angeles, CA (LAX)
Monday, May 11, 2026
Confirmation Number: [See Details](#) **Canceled** ▾

🚗 ENTERPRISE Rental Car
Monday, May 11, 2026 - Wednesday, May 13, 2026
Confirmation Number: 1688697783COUNT **Canceled** ▾

✈ Los Angeles, CA (LAX) - Sacramento, CA (SMF)
Wednesday, May 13, 2026
Confirmation Number: [See Details](#) **Canceled** ▾

Estimated Total Cost ⓘ **\$0.00**

Rates are quoted in USD.

ⓘ Original cost, refund, or penalty for canceled or changed bookings are not displayed.

3. Cancellation Confirmation

3.1 Cancellation Email

If the segment or entire trip cancellation went through, you will receive an email from CI Azumano that will confirm you canceled your trip.

Important: If you do not receive this email, please contact a CI Azumano travel agent by calling 1 (877) 454-8785 or emailing CalTravel@ciazumano.com.

3.2 Refunds and Cancellation Numbers

3.2.1 Airfare


When canceling airfare, there are a few possibilities based on the fare type purchased.

- If a refundable flight was purchased, the charge will be refunded to your agency's credit card.
- If a non-refundable flight was purchased, the ticket number will convert into a flight credit (unused ticket credit). Concur tracks these credits and will automatically apply them to future air bookings. If you don't have plans to travel and the credit is nearing its expiration date, contact your agency Travel Coordinator(s) to explore available options. For more details, see [Airfare Resources](#).
- Your confirmation or unused ticket credit will be included in the cancellation email you receive. You can also find this information in the "Trip Library" within Concur. For additional information, see section 3.3 of this document.

 Sacramento, CA (SMF) - Los Angeles, CA (LAX) Tuesday, March 10, 2026 Confirmation Number: FS74ND	Canceled 
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3.2.2 Lodging

When canceling lodging, you will receive a cancellation number. The cancellation number will appear in the cancellation email you receive. The cancellation number can also be found within the "Trip Library" in Concur. See section 3.3 of this document for more information.

 HILTON GARDEN INN SAN DIEGO OLD TOW, SAN DIEGO Sunday, April 12, 2026 - Monday, April 13, 2026 Cancellation Confirmation: 3408284463	Canceled 
--	--

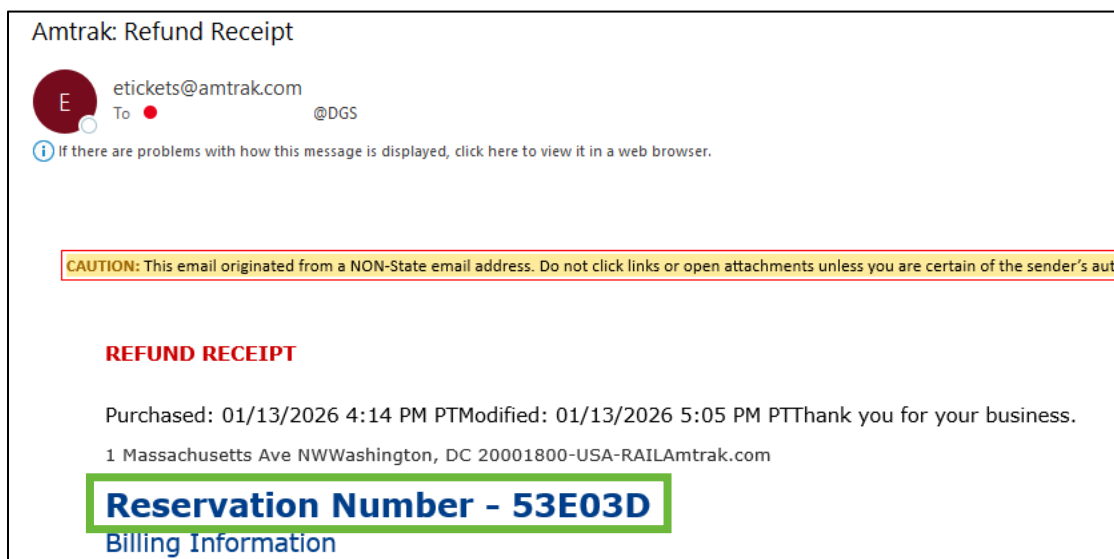
It's recommended to contact the hotel directly with the cancellation number to confirm they have received it.

3.2.3 Rental Car

When canceling a rental car, you will not receive a cancellation number. There are no cancellation fees, and no charges are made to your agency's credit card unless you pick up the vehicle, so no refund is necessary.

3.2.4 Train

When canceling train tickets, you will receive a refund receipt via email. The reservation number will become the cancellation number. The reservation/cancellation number will appear in the cancellation email you receive. The reservation/cancellation number can also be found within the "Trip Library" in Concur. See section 3.3 within this document for more information.

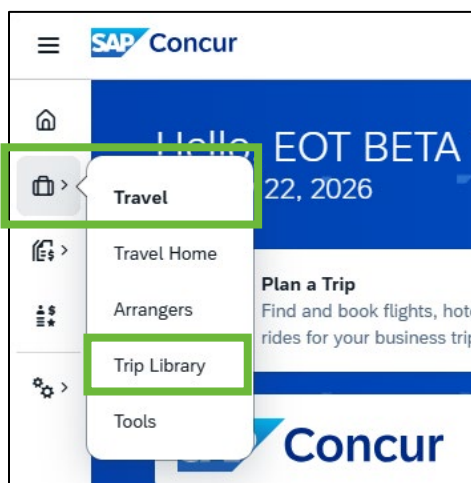


3.3 Canceled Trips Within Concur

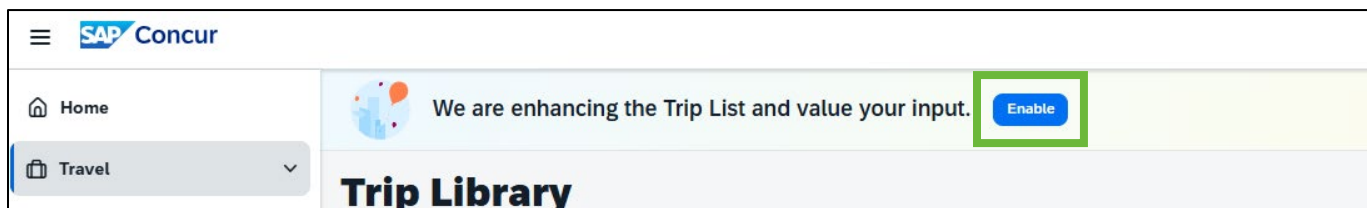
3.3.1 How to Find Canceled Trips Within Concur

To find any canceled trip, log into Concur.

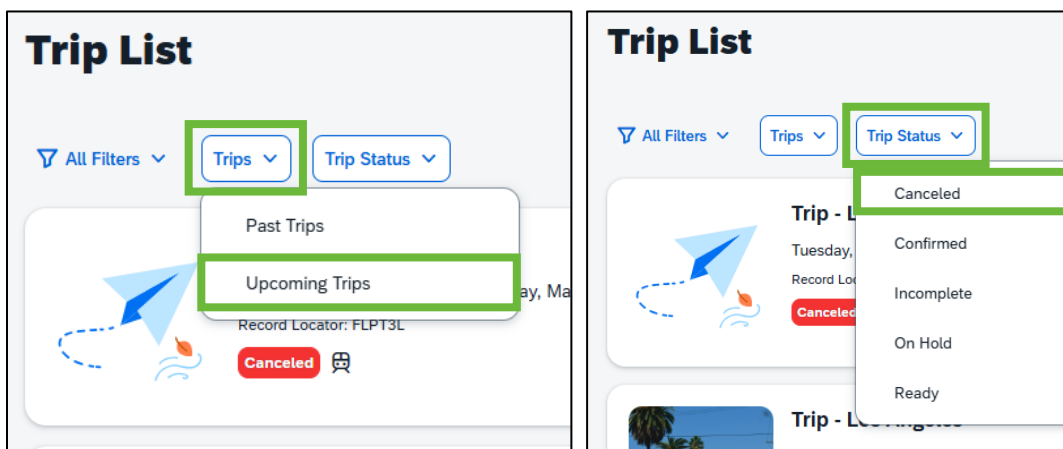
Click "Travel," "Trip Library."



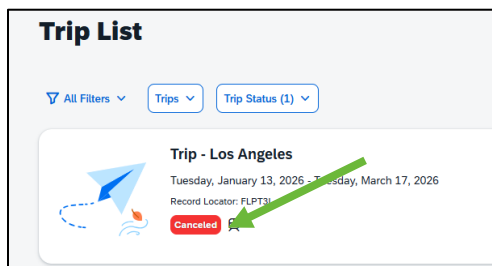
Click "Enable" to view the enhanced trip list.



Under "Trips," uncheck "Upcoming Trips." Under "Trip Status," click "Canceled."

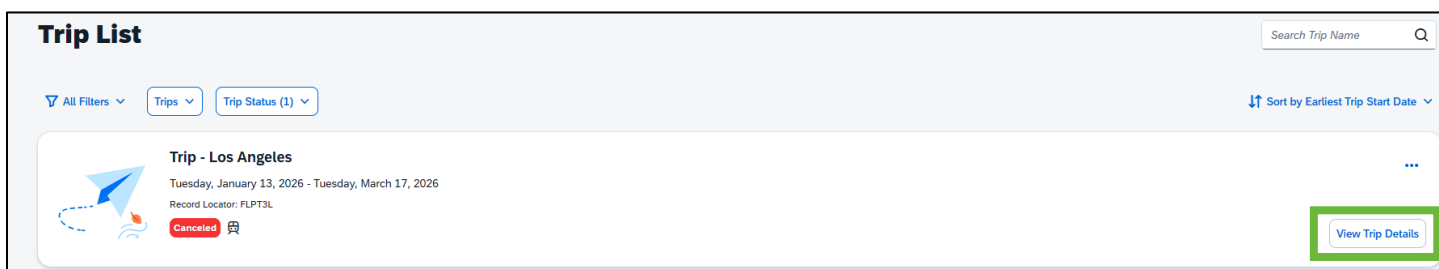


A list of all your canceled trips will appear. You can see the status of the trips under the record locator.

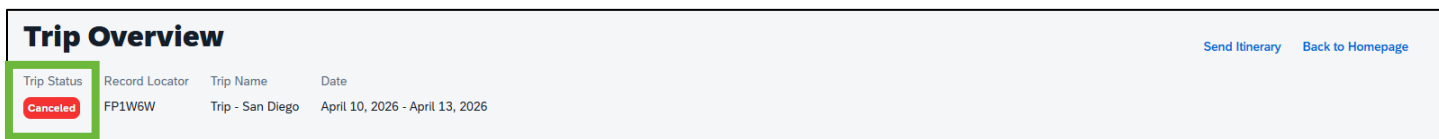


3.3.2 Trip Details

Click "View Trip Details" the trip overview.



There will be a note to show the trip has been canceled.



HOW TO CANCEL TRAVEL

Click the "Trip History" tab to view the following details:

- A. Booking – Displays a tab for each travel segment booked, including who booked it and when the trip was confirmed.
- B. Approval Request – Shows when the trip was sent for approval, the approving manager's name, and the approval deadline.
- C. Approval – Indicates who approved the trip and the date of approval.
- D. Cancellation – Provides a tab for each canceled travel segment, including who canceled it and when the cancellation occurred.

Trip Overview

Trip Status: Canceled | Record Locator: FP1W6W | Trip Name: Trip - San Diego | Date: April 10, 2026 - April 13, 2026

Itinerary | Details | Trip History

January 21, 2026

Trip Canceled BETA TESTER | 1:48 PM EST

Sent to Agency for Cancellation BETA TESTER | 1:48 PM EST
⊘ Booking canceled.

Booking Canceled BETA TESTER | 1:48 PM EST D
⊘ Canceled hotel: HILTON GARDEN INN SAN DIEGO OLD TOW, SAN DIEGO
 Cancellation: 3408284463

Booking Canceled BETA TESTER | 1:48 PM EST
⊘ Canceled rental car: ENTERPRISE, SACRAMENTO
 Cancellation: 3408284463

Trip Approved by John Manager C
✓ Your trip was approved on January 21, 2026 [approver: John Manager]

Confirmation Email Sent BETA TESTER | 5:34 PM EST
✉ Email sent to BETA TESTER @dgs.ca.gov

Trip Submitted for Approval BETA TESTER | 5:34 PM EST B
↑ Trip requires approval by approver: by January 21, 2026, 2:40 PM EST.

Trip Confirmed BETA TESTER | 5:34 PM EST

Booking Created BETA TESTER | 5:28 PM EST
🏠 Booked hotel: CROWNE PLAZA MISSION VALLEY BY IHG, SAN DIEGO
 Confirmation: 25358754

Booking Created BETA TESTER | 4:56 PM EST
🚗 Booked rental car: ENTERPRISE, SAN DIEGO
 Confirmation: 68903383COUNT

Booking Created BETA TESTER | 4:40 PM EST
✈️ Booked flight: WN, SMF - SAN
 Confirmation: FP1W6W
 Payment: U.S. Bank *****

Trip Created BETA TESTER | 4:19 PM EST A

If you canceled a hotel or train, you will see the cancellation number here as well.

Booking Canceled BETA TESTER | 12:04 PM EST

⊘ Canceled hotel: CROWNE PLAZA MISSION VALLEY BY IHG, SAN DIEGO

Cancellation: 25358754

Booking Canceled BETA TESTER | 8:05 PM EST

⊘ Canceled train: Sacramento, CA - Sacramento Valley Station (SA)

Cancellation: 53E03D

4. Additional Resources

As a traveler, your first resource for all travel-related inquiries is your agency Travel Coordinator(s). Other helpful resources are:

4.1 CI Azumano

Email: CalTravel@ciazumano.com

Travel Agents: (877) 454-8785 (use only if trip is in progress)

- [CI Azumano Webpage](#)
- [Concur Login Page](#)

4.2 Statewide Travel Program

Email: StatewideTravelProgram@dgs.ca.gov

- [Airfare Resources](#)
- [Car Rental Resources](#)
- [Lodging Resources](#)
- [Virtual Payment Resources](#)

Find the following videos and guides on the [Statewide Travel Program Training Resources Page](#):

- Concur Pre-Trip Approval Guide
- How to Book a Rental Car
- How to Book a Train
- How to Book Lodging
- How to Book Air
- How to Log into Concur
- How to Set up a Profile in Concur
- Passive and Hard Stop Approval Information
- Travel Approval
- What to Do if Your Travel Has Been Rejected or Approved