

# How to Change Airfare

Statewide Travel Program

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# 1. General Information

To avoid additional booking fees, ensure all travel components are booked within the same itinerary. Before making any flight changes, review all cancellation policies and potential penalties.


Concur allows one online change to booked airfare. For any additional air modifications, contact CI Azumano.

Concur allows updates to travel segments before the trip has started. Once travel has begun (for example, after checking in for a flight), any changes must be made through CI Azumano.

Concur also supports changes to travel dates and times. For any additional modifications to travel segments, please contact CI Azumano.

## 2. Policy Compliance

This section applies to executive branch state agencies only.

- Travel should be conducted in the most cost-efficient manner in the best interest of the state.
- Book all airfare reservations through the Statewide Travel Program.
- Concur highlights the least cost, best available fare for the entered search criteria with a purple star icon .
- Book flights with the state's Preferred Carriers.
- Book all domestic flights at least 7 days in advance, and all international flights at least 30 days in advance.
- Book non-refundable fares for outbound and return flights.
  - Refundable fares may only be used if the traveler meets specific requirements.
  - Booking a refundable fare prompts a "Reason Code" requirement in Concur.

See the following for more information:

- [State Administrative Manual \(SAM\) 700](#)
- [State Administrative Manual \(SAM\) 4117](#)
- [State Administrative Manual \(SAM\) 4117.1](#)
- [State Travel Policy Resources](#)

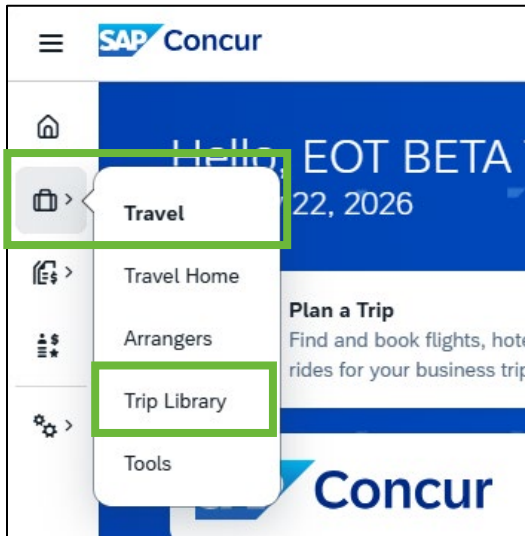
All non-compliant choices will be audited.

### 3. Find the Current Travel

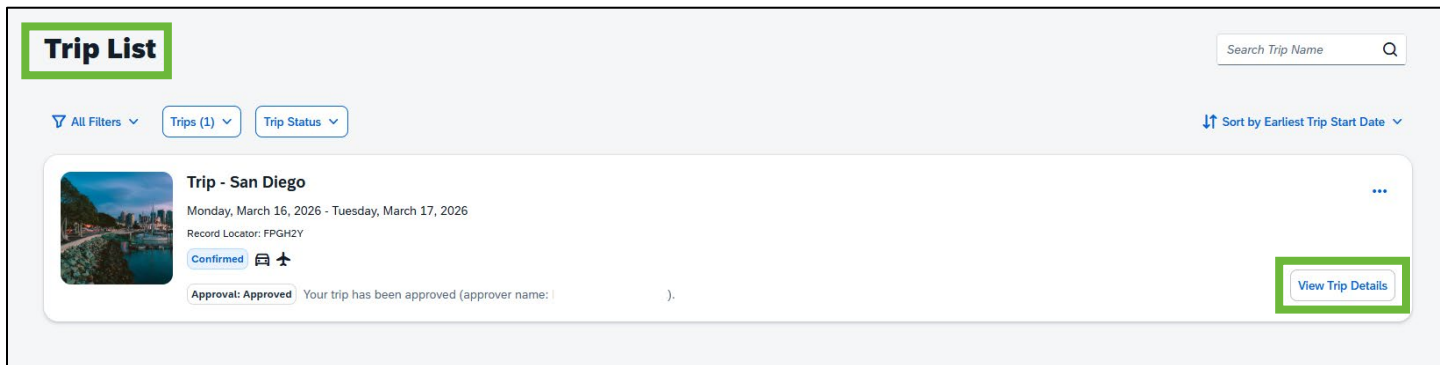
Log into Concur. See the video and/or guide 'How to Log into Concur' for more information.

#### 3.1 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 Cancel Travel' for more information.



## 3.2 Choose the Segment to Change

Under "Trip Overview," find the segment of the trip you'd like to change.

**Trip Overview**

| Trip Status | Record Locator | Trip Name          | Date                                  |
|-------------|----------------|--------------------|---------------------------------------|
| Ready       | GW83N          | Trip - Los Angeles | November 16, 2026 - November 17, 2026 |

**Itinerary** | Details | Trip History

**✈ Sacramento, CA (SMF) - Los Angeles, CA (LAX)** Ticketed

Monday, November 16, 2026 Ticketed

Confirmation Number: B25C74

---

10:25 AM - 11:55 AM Nonstop Duration: 1h 30m Select Seats

Southwest Airlines WN 4018 Choice Preferred

Ticket number: 526748 Cabin: Economy

Frequent Traveler Account: \*\*\*\*5678

Payment: U.S. Bank \*\*\*\*

[Flight Fare Rules and Restrictions](#)

---

[View Details](#) [Change Flight](#) [Cancel Flight](#)

**✈ Los Angeles, CA (LAX) - Sacramento, CA (SMF)** Ticketed

Tuesday, November 17, 2026 Ticketed

Confirmation Number: B25C74

---

3:00 PM - 4:25 PM Nonstop Duration: 1h 25m Select Seats

Southwest Airlines WN 2545

### 3.2.1 Airfare not ticketed

The airfare must be ticketed to make a change to the flight.

If the airfare has not been ticketed, you will see a note at the top of the "Trip Overview" page (A). Additionally, the trip status (B) and flight segment (C) will be labeled "Confirmed" instead of "Ticketed."

**Trip Overview**

**A** Airfare must be ticketed by: 05/15/2026 11:59 PM EDT.

**B** Your trip was approved on May 14, 2026 (approver name: \_\_\_\_\_). The assigned approver will be notified of any edits.

| Trip Status | Record Locator | Trip Name        | Date                              |
|-------------|----------------|------------------|-----------------------------------|
| Confirmed   | GWMHP7         | Trip - San Diego | August 18, 2026 - August 20, 2026 |

**Itinerary** | Details | Trip History

**✈ Sacramento, CA (SMF) - San Diego, CA (SAN)** Confirmed

Tuesday, August 18, 2026 Confirmed

Confirmation Number: CZID8W

---

**Estimated Total Cost** \$250.27

In these cases, it is recommended to cancel the initial booking and rebook with the changes needed.

### Change Trip

**i** Changes to some of the flights in this itinerary are not supported in Concur at this time. They are greyed-out in the list below. If you choose to continue, the greyed-out bookings will not be cancelled or changed. Note: If all bookings in this trip are affected, you will not be able to continue. To change unticketed flights, you may cancel and rebook (depending on your configuration) or contact the supplier or your travel agency for assistance.

Concur only allows changes to dates and time of flights, hotel and car bookings. For any other changes, you may cancel and rebook or contact the supplier or your travel agency for assistance.

### 3.2.2 Airfare is ticketed

The airfare must be ticketed to make a change to the flight.

If the airfare has been ticketed, the trip status will be "Ready" (A). Additionally, the flight segment will be labeled "Ticketed" (B).

### Trip Overview

|                      |                |                    |                                       |
|----------------------|----------------|--------------------|---------------------------------------|
| <b>A</b> Trip Status | Record Locator | Trip Name          | Date                                  |
| Ready                | GVW83N         | Trip - Los Angeles | November 16, 2026 - November 17, 2026 |

**Itinerary** Details Trip History

**B** **Ticketed**

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

Monday, November 16, 2026  
Confirmation Number: B25C74

10:25 AM - 11:55 AM Nonstop Duration: 1h 30m

Southwest Airlines WN 4018

Ticket number: 526748

Frequent Traveler Account: \*\*\*\*5678

Payment: U.S. Bank \*\*\*\*

[Flight Fare Rules and Restrictions](#)

Select Seats

Choice Preferred  
Cabin: Economy

[View Details](#) [Change Flight](#) [Cancel Flight](#)

**B** **Ticketed**

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

Tuesday, November 17, 2026  
Confirmation Number: B25C74

3:00 PM - 4:25 PM Nonstop Duration: 1h 25m

Southwest Airlines WN 2545

Select Seats

Click "Change Flight."

**✈ Sacramento, CA (SMF) - Los Angeles, CA (LAX)** Ticked

Monday, November 16, 2026  
Confirmation Number: B25C74

10:25 AM - 11:55 AM Nonstop Duration: 1h 30m

Southwest Airlines WN 4018

Ticket number: 526748

Frequent Traveler Account: \*\*\*\*5678

Payment: U.S. Bank \*\*\*\*

[Flight Fare Rules and Restrictions](#)

Choice Preferred  
Cabin: Economy

[View Details](#) [Change Flight](#) [Cancel Flight](#)

A pop-up will appear. The only changes to booked travel allowed within Concur are changes to the travel date and/or time. To make additional changes to your booked travel, contact CI Azumano.

**Change Trip**

Concur only allows changes to dates and time of flights, hotel and car bookings. For any other changes, you may cancel and rebook or contact the supplier or your travel agency for assistance.

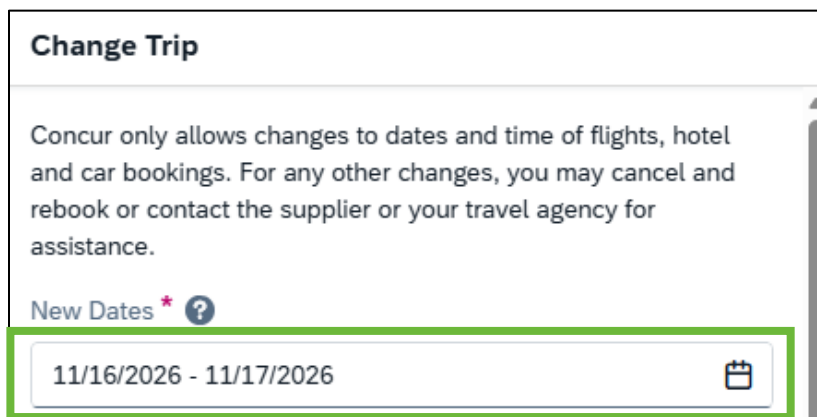
## 4. Enter the Search Parameters

### 4.1 Change the Date

If you need to change the flight dates, find the “New Dates” box. There are two ways to choose new travel dates: type the dates or select them on a calendar.

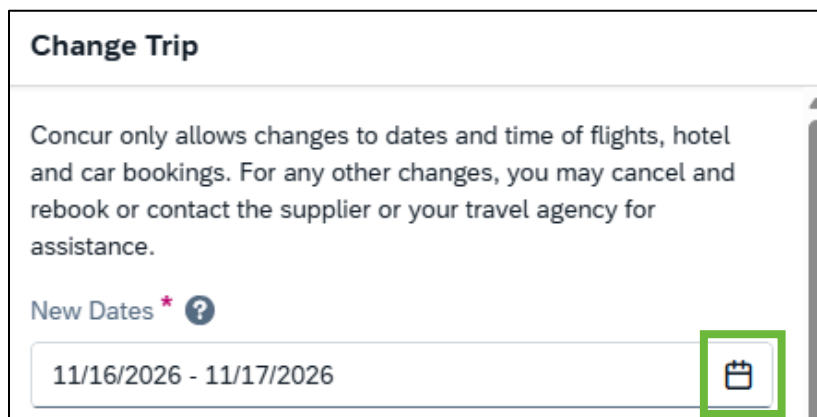
#### 4.1.1 Type the dates

Click the “New Dates” box. Delete the current dates. Type the new travel dates.

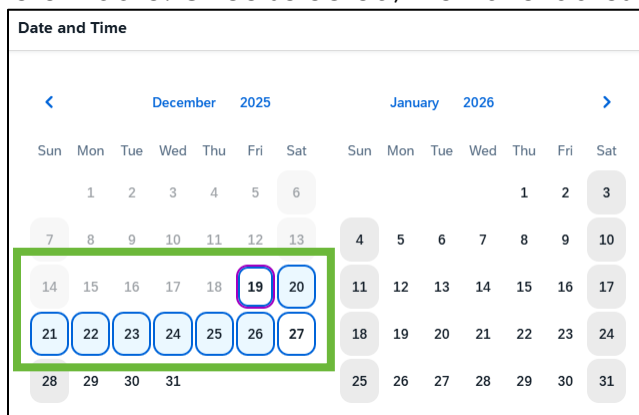


#### 4.1.2 Select on a calendar

To use the calendar to select new travel dates, click the calendar icon under “New Dates.”




A pop-up window will appear with a two-month calendar view. Select the desired departure date first, then select the desired return date. Once selected, the travel dates will appear blue.



## 4.2 Change the Time

If you need to change the flight times, check the flight(s) for which you need a new time.


 **Flight**

Sacramento, CA (SMF) - Los Angeles, CA (LAX)  
November 16, 2026

Los Angeles, CA (LAX) - Sacramento, CA (SMF)  
November 17, 2026

[Time Preferences](#)

To specify a time preference for the new flights, click "Time Preferences."

 **Flight**

Sacramento, CA (SMF) - Los Angeles, CA (LAX)  
November 16, 2026

Los Angeles, CA (LAX) - Sacramento, CA (SMF)  
November 17, 2026

[Time Preferences](#)

In the pop-up, use the "Search By" drop-down menu to determine whether you want to search by "Arriving" or "Departing" time.

**Time Preferences**

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

Search by

Departing ▼

Arriving

Departing

Time

Anytime ▼

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

Time

Departing ▼      Anytime ▼

[Done](#)

## HOW TO CHANGE AIRFARE

Use the "Time" drop-down to specify the time of day.

**Time Preferences**

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

Search by Time

Departing  Anytime

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

Search by Time

Departing  Anytime

Anytime

12:00 AM

1:00 AM

2:00 AM

3:00 AM

Done

Repeat this step for any additional flights' departure or arrival time, if desired.

**Time Preferences**

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

Search by Time

Departing  Anytime

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

Search by Time

Departing  Anytime

Done

Once the time preferences have been set, click "Done."

**Time Preferences**

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

Search by Time

Departing  Anytime

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

Search by Time


Departing  Anytime


Done

Once the new dates and times have been specified, click "Continue."

### Change Trip

and car bookings. For any other changes, you may cancel and rebook or contact the supplier or your travel agency for assistance.

New Dates \* 

12/19/2026 - 12/27/2026 

You may change the following. \*

#### Flight

- Sacramento, CA (SMF) - Los Angeles, CA (LAX)  
November 16, 2026
- Los Angeles, CA (LAX) - Sacramento, CA (SMF)  
November 17, 2026

[Time Preferences](#)

Click continue to search for alternative booking options. No changes will be made to your original booking until confirmed.

[Continue](#) [Cancel](#)

## 5. Change Flights Page

The "Change Flights" search results page will load. At the top of the page, you will see the currently booked flight(s).

**Change Flights** Cancel Change

**Current Flights**

|                    |            |                             |         |    |        |         |                  |                 |
|--------------------|------------|-----------------------------|---------|----|--------|---------|------------------|-----------------|
| Southwest Airlines | 11/16/2026 | 10:25 AM SMF - 11:55 AM LAX | Nonstop | -- | 1h 30m | Economy | Choice Preferred | <b>\$392.80</b> |
| Southwest Airlines | 11/17/2026 | 3:00 PM LAX - 4:25 PM SMF   | Nonstop | -- | 1h 25m | Economy | Choice Preferred |                 |

**Sacramento (SMF) - Los Angeles (LAX)**  
Departure Date: Saturday, December 19, 2026

Effective July 1, 2025, Alaska, Delta, Southwest, and United are the contracted airlines for the state of California. If all contracted airlines do not have availability in a selected market, you may be required to justify the use of any non-contracted airline by selecting the appropriate reason code during the booking process.

15 Flights Round-trip fares include taxes and fees. Additional fees will be shown at checkout.

Best flights for you

Below the current flights, you will see more search parameters. These are not required but can be a helpful tool to help you find a flight that best meets your needs.

**Change Flights** Cancel Change

**Current Flights**

|                    |            |                             |         |    |        |         |                  |                 |
|--------------------|------------|-----------------------------|---------|----|--------|---------|------------------|-----------------|
| Southwest Airlines | 11/16/2026 | 10:25 AM SMF - 11:55 AM LAX | Nonstop | -- | 1h 30m | Economy | Choice Preferred | <b>\$392.80</b> |
| Southwest Airlines | 11/17/2026 | 3:00 PM LAX - 4:25 PM SMF   | Nonstop | -- | 1h 25m | Economy | Choice Preferred |                 |

**Sacramento (SMF) - Los Angeles (LAX)**  
Departure Date: Saturday, December 19, 2026

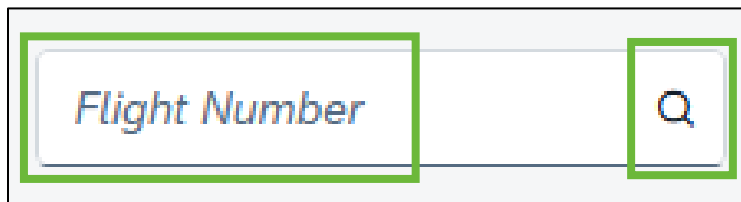
Effective July 1, 2025, Alaska, Delta, Southwest, and United are the contracted airlines for the state of California. If all contracted airlines do not have availability in a selected market, you may be required to justify the use of any non-contracted airline by selecting the appropriate reason code during the booking process.

15 Flights Round-trip fares include taxes and fees. Additional fees will be shown at checkout.

Best flights for you

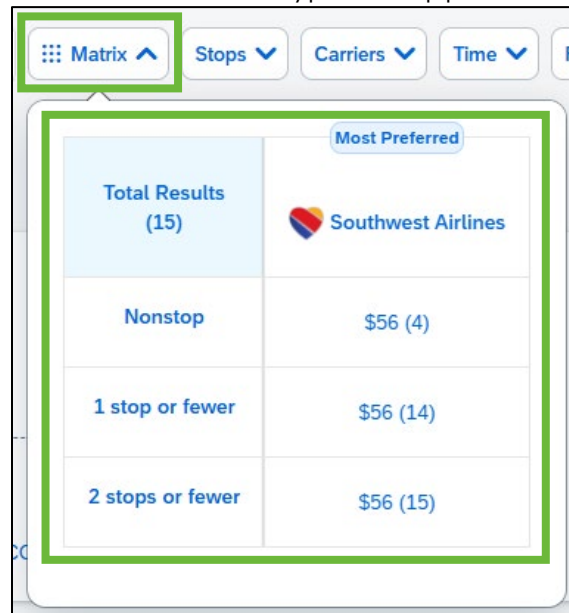
### 5.1 Flight number

If you are searching for a specific flight, enter it in the "Flight Number" search box and click the magnifying glass icon to search.



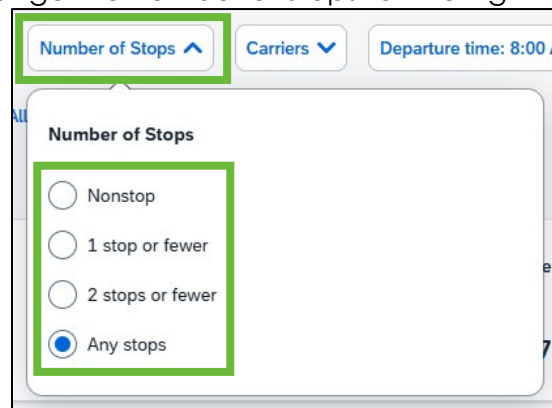
## 5.2 Matrix

Click "Matrix" to see a comparison of the most popular flights for the search parameters. Since this is a flight change, only the booked carrier and fare type will appear in the matrix.



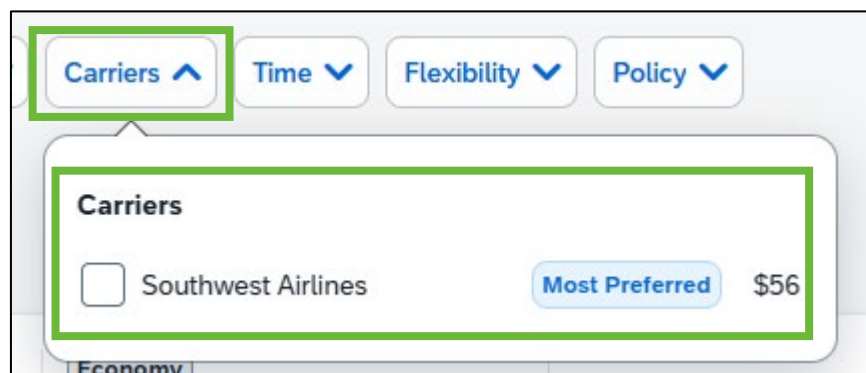
## 5.3 Number of Stops

Click "Number of Stops" to change the number of stops for the flight results.



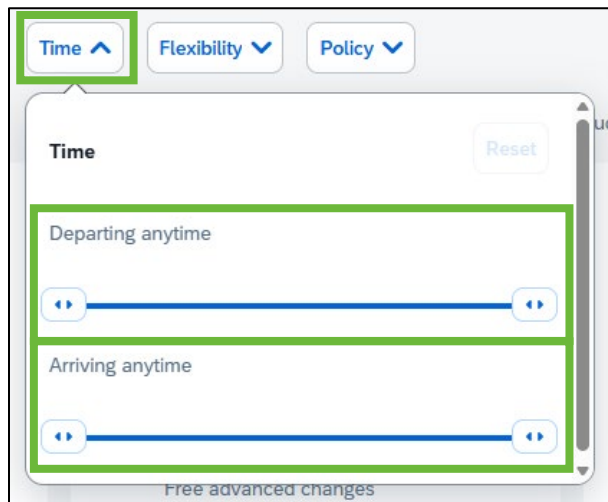
## 5.4 Carriers

Click "Carriers" to choose a specific vendor. Since this is a flight change, only the booked carrier will appear in the drop-down menu.



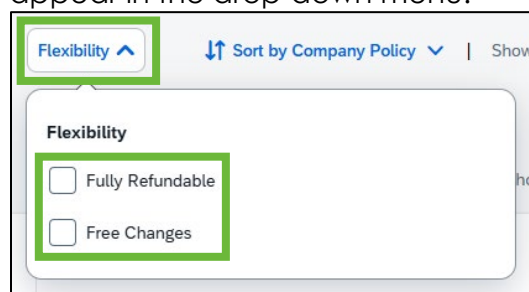
## 5.5 Time Frame

Click "Time" to change the departure and/or arrival time frames. Edit the time frame by moving the arrows.



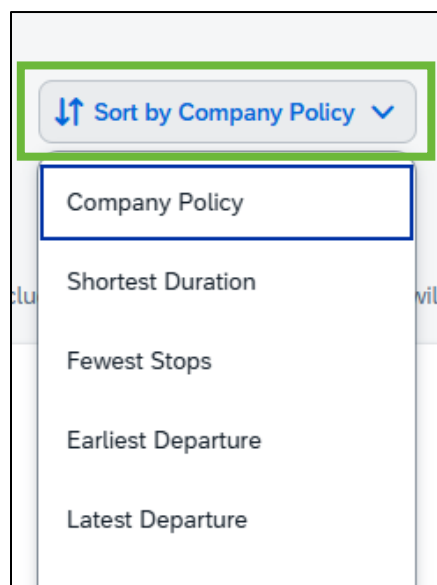
## 5.6 Flexibility

Click "Flexibility" to search for the flexibility on the refund. Since this is a flight change, only the booked fare type's flexibility will appear in the drop-down menu.



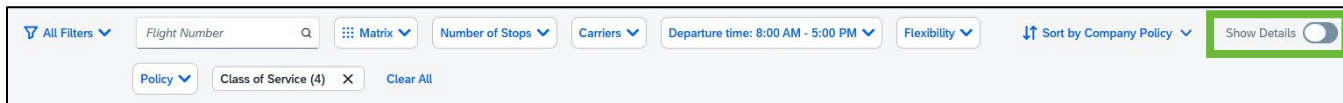
## 5.7 Sort By

The search results will be sorted from most to least recommended. To change this, click "Sort by..." and select the sorting you prefer.



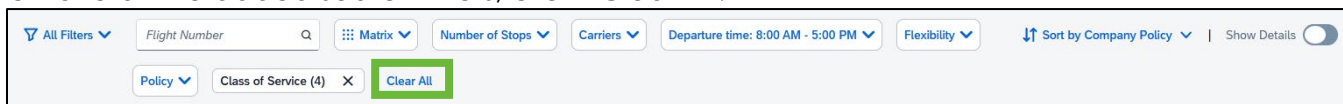
## 5.8 Show Details for All Flight Results

To see all flight details, turn on the "Show Details" toggle. This expands the results for all flights that fit within the search parameters. This can also be done individually. See section 5.10 of this document for more information.



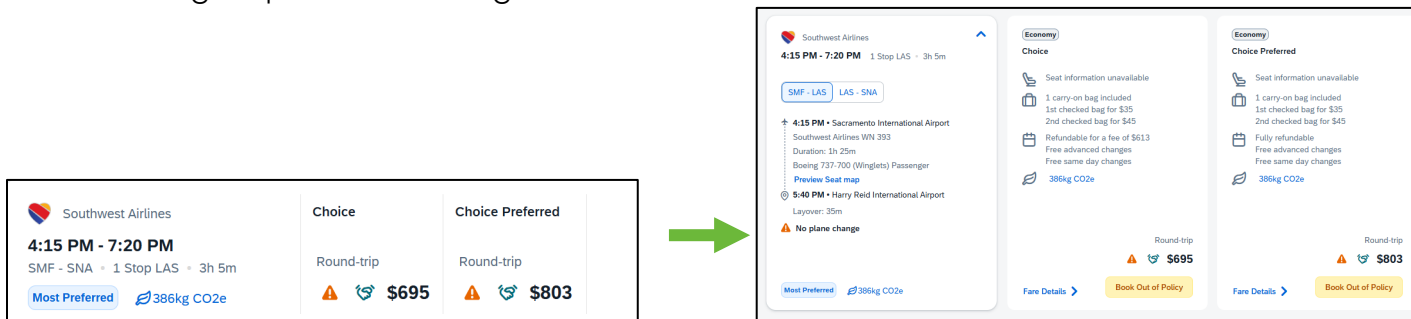
## 5.9 Clear All

To remove all the added search filters, click "Clear All."

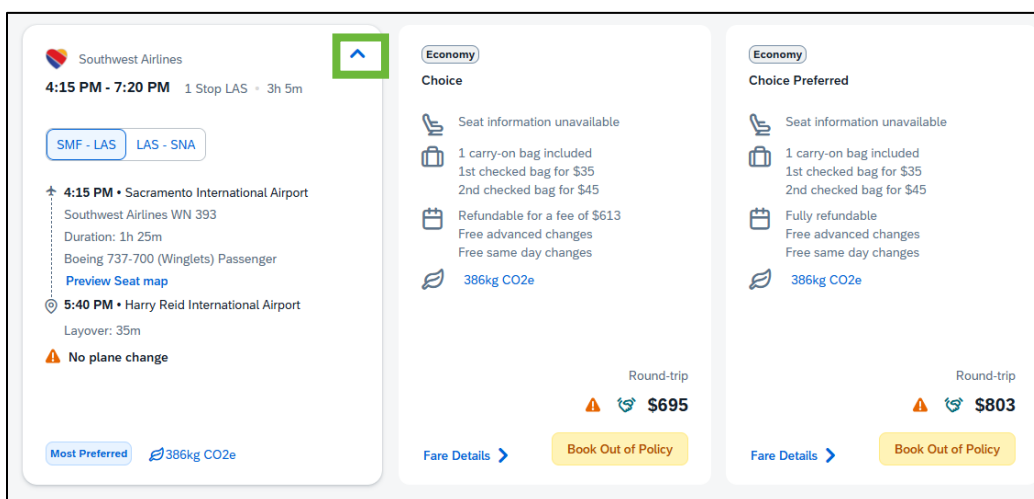


## 5.10 Flight Details

Review the flight options. Click a flight to see the fare details.







To exit the flight detail view, click the arrow.



To see the flight details for all flights, see section 5.8 of this document.

## 5.11 Icons

While searching for flights, you may see different icons.





| Icon  | Icon Description | What the Icon Means  |
|---|------------------|--|
|  | Star             | This is the least cost, logical fare.  |
|  | Caution          | This is out of policy but allowed with a justification. Click the icon to see what policy is being violated. |
|  | Hands shaking    | This is the recommended airfare.   |
|  | Red "X"          | This is out of policy and not allowed. Click the icon to see what policy is being violated.                  |

## 5.12 Select the Fare

Once you have reviewed the options and are ready to select the new flight, click the white "Select Fare" button.

**Economy**

**Choice Preferred**

-  Standard legroom seat
-  1 carry-on bag included  
1st checked bag for \$45  
2nd checked bag for \$55
-  Fully refundable  
Free advanced changes  
Free same day changes
-  78kg CO2e

Fare Difference  
Round-trip  
**+\$86**

Fare Details >
Select Fare

The flight change may incur an additional cost. See the amount above the "Select Fare" button for the additional cost for this new flight.

Fare Details >

Fare Difference  
Round-trip  
**+\$86**

Select Fare

## 5.13 Multiple Flights

If booking multiple flights, the flights that fit the search parameters will appear after the prior flight has been selected. Follow the steps in section 5 of this document for each flight to be changed.

## 6. Review and Change Page

You are now on the "Review and Change" page.

**Review and Change**

### Flight Itinerary

**Current Flights**

|                    |            |                             |         |    |        |         |
|--------------------|------------|-----------------------------|---------|----|--------|---------|
| Southwest Airlines | 11/16/2026 | 10:25 AM SMF - 11:55 AM LAX | Nonstop | -- | 1h 30m | Economy |
| Southwest Airlines | 11/17/2026 | 3:00 PM LAX - 4:25 PM SMF   | Nonstop | -- | 1h 25m | Economy |

**New Flights**

|                    |            |                            |         |                              |        |         |
|--------------------|------------|----------------------------|---------|------------------------------|--------|---------|
| Southwest Airlines | 12/19/2026 | 6:00 AM SMF - 7:30 AM LAX  | Nonstop | <a href="#">Select Seats</a> | 1h 30m | Economy |
| Southwest Airlines | 12/27/2026 | 12:25 PM LAX - 1:55 PM SMF | Nonstop | <a href="#">Select Seats</a> | 1h 30m | Economy |

[View Flight and Fare Details](#)

### Estimated Cost of Change ?

\$181.99

---

**Flight** ^

**Current**

|  |          |
|--|----------|
| Original Base Fare   | \$336.74 |
| Taxes, Fees & Charges <span style="font-size: 0.8em;">v</span> | \$56.06  |

**New**

|  |          |
|--|----------|
| Base Fare  | \$506.04 |
| Taxes, Fees & Charges <span style="font-size: 0.8em;">v</span> | \$68.75  |

Rates are quoted in USD.

Any credits or charges will be applied to the original form of payment.

I have read and accept the rules & restrictions and policies. \*

Confirm Change

Cancel Change

### Baggage Allowance

Review the baggage conditions and rules.

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

Economy

- ✓ 1 carry-on bag included
- ⊙ 1st checked bag for \$45 up to 23 kg / 50 lbs and 158 cm / 62 in
- ⊙ 2nd checked bag for \$55 up to 23 kg / 50 lbs and 158 cm / 62 in

### 6.1 Flight Itinerary

Review the new flight information. Click "View Flights and Fare Details" if needed.

### Flight Itinerary

**Current Flights**

|                    |            |                             |         |    |        |         |
|--------------------|------------|-----------------------------|---------|----|--------|---------|
| Southwest Airlines | 11/16/2026 | 10:25 AM SMF - 11:55 AM LAX | Nonstop | -- | 1h 30m | Economy |
| Southwest Airlines | 11/17/2026 | 3:00 PM LAX - 4:25 PM SMF   | Nonstop | -- | 1h 25m | Economy |

**New Flights**

|                    |            |                            |         |                              |        |         |
|--------------------|------------|----------------------------|---------|------------------------------|--------|---------|
| Southwest Airlines | 12/19/2026 | 6:00 AM SMF - 7:30 AM LAX  | Nonstop | <a href="#">Select Seats</a> | 1h 30m | Economy |
| Southwest Airlines | 12/27/2026 | 12:25 PM LAX - 1:55 PM SMF | Nonstop | <a href="#">Select Seats</a> | 1h 30m | Economy |

[View Flight and Fare Details](#)

## 6.2 Select Seats

If the flight is with a carrier that allows seat selection at the time of booking, you may choose seats here. Click "Select Seats" for each flight.

### Flight Itinerary

**Current Flights**

|                    |            |                             |         |    |        |         |
|--------------------|------------|-----------------------------|---------|----|--------|---------|
| Southwest Airlines | 11/16/2026 | 10:25 AM SMF - 11:55 AM LAX | Nonstop | -- | 1h 30m | Economy |
| Southwest Airlines | 11/17/2026 | 3:00 PM LAX - 4:25 PM SMF   | Nonstop | -- | 1h 25m | Economy |

**New Flights**

|                    |            |                            |         |                              |        |         |
|--------------------|------------|----------------------------|---------|------------------------------|--------|---------|
| Southwest Airlines | 12/19/2026 | 6:00 AM SMF - 7:30 AM LAX  | Nonstop | <a href="#">Select Seats</a> | 1h 30m | Economy |
| Southwest Airlines | 12/27/2026 | 12:25 PM LAX - 1:55 PM SMF | Nonstop | <a href="#">Select Seats</a> | 1h 30m | Economy |

[View Flight and Fare Details](#)

In the pop-up, follow the prompts to select your seat. You may incur additional costs if choosing a seat that doesn't match the fare purchased. Check your agency's internal travel policy to ensure compliance.

Click "Save Seats" (A) to save your choice. Click "Next Flight" (B) or "Return" (C) to choose your seat for the next flight.

**Seat Map**

[Departing](#) [Return](#) **C**

SMF - LAX

**Sacramento International Airport (SMF) - Los Angeles International Airport (LAX)**  
 Tuesday, 02/17/2026 3:00 PM - 4:35 PM Duration: 1h 35m  
 Delta DL 3965 Embraer 175 (Enhanced Winglets)

**Economy**

- Available
- Available (Fee)
- Unavailable
- Selected
- Accessible
- Exit
- Lavatory
- Galley
- Closet


|    | A           | B           | C           | D           |
|----|-------------|-------------|-------------|-------------|
| 10 | Available   | Available   | Available   | Available   |
| 11 | Available   | Available   | Available   | Available   |
| 12 | Available   | Available   | Available   | Unavailable |
| 13 | Unavailable | Unavailable | Unavailable | Available   |
| 14 | Available   | Available   | Available   | Available   |
| 15 | Available   | Available   | Available   | Available   |
| 16 | Available   | Available   | Available   | Available   |
| 17 | Available   | Available   | Available   | Available   |
| 18 | Available   | Available   | Available   | Available   |
| 19 | Available   | Available   | Available   | Available   |
| 20 | Unavailable | Unavailable | Unavailable | Unavailable |

**Economy**

- Nonalcoholic beverages provided
- Snacks provided
- Power outlet
- Basic web browsing (fee)
- Standard legroom (79 cm/31 in)

**Excellent service & seats**

Find the features you need for an excellent flight in Delta Main, with the attentive service and lit...



--  
No seat selected

**A** **B**

[Save Seats](#) [Next Flight](#) [Cancel](#)

## 6.3 Baggage Allowance

Review the baggage conditions and rules for each flight.

**Baggage Allowance**

Review the baggage conditions and rules.

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

Economy

- ✓ 1 carry-on bag included up to 115 cm / 45 in
- ⊕ 1st checked bag for \$35 up to 23 kg / 50 lbs and 158 cm / 62 in
- ⊕ 2nd checked bag for \$45 up to 23 kg / 50 lbs and 158 cm / 62 in

---

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

Economy

- ✓ 1 carry-on bag included
- ⊕ 1st checked bag for \$35 up to 23 kg / 50 lbs and 158 cm / 62 in
- ⊕ 2nd checked bag for \$45 up to 23 kg / 50 lbs and 158 cm / 62 in

Baggage charges may vary by traveler, depending on status or membership. Charges presented are for informational purposes only and are collected when bags are checked.

Applicable baggage fees are collected at the airline ticket counter and must be paid by the traveler at the time of check-in. Baggage fees may be reimbursable - follow your agency's internal policies on travel reimbursements or seek guidance from your agency Travel Coordinator(s).

## 6.4 Estimated Cost of Change

Review the price summary in the "Estimated Cost of Change" section of the page.

**Review and Change**

**Flight Itinerary**

**Current Flights**

|                    |            |                             |         |    |        |         |
|--------------------|------------|-----------------------------|---------|----|--------|---------|
| Southwest Airlines | 11/16/2026 | 10:25 AM SMF - 11:55 AM LAX | Nonstop | -- | 1h 30m | Economy |
| Southwest Airlines | 11/17/2026 | 3:00 PM LAX - 4:25 PM SMF   | Nonstop | -- | 1h 25m | Economy |

**New Flights**

|                    |            |                            |         |                              |        |         |
|--------------------|------------|----------------------------|---------|------------------------------|--------|---------|
| Southwest Airlines | 12/19/2026 | 6:00 AM SMF - 7:30 AM LAX  | Nonstop | <a href="#">Select Seats</a> | 1h 30m | Economy |
| Southwest Airlines | 12/27/2026 | 12:25 PM LAX - 1:55 PM SMF | Nonstop | <a href="#">Select Seats</a> | 1h 30m | Economy |

[View Flight and Fare Details](#)

**Estimated Cost of Change** \$181.99

Flight ^

**Current**

|                       |          |
|-----------------------|----------|
| Original Base Fare    | \$336.74 |
| Taxes, Fees & Charges | \$56.06  |

**New**

|                       |          |
|-----------------------|----------|
| Base Fare             | \$506.04 |
| Taxes, Fees & Charges | \$68.75  |

Rates are quoted in USD.

Any credits or charges will be applied to the original form of payment.

I have read and accept the rules & restrictions and policies. \*

[Confirm Change](#)

[Cancel Change](#)

**Baggage Allowance**

Review the baggage conditions and rules.

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

Economy

- ✓ 1 carry-on bag included
- ⊕ 1st checked bag for \$45 up to 23 kg / 50 lbs and 158 cm / 62 in
- ⊕ 2nd checked bag for \$55 up to 23 kg / 50 lbs and 158 cm / 62 in

## HOW TO CHANGE AIRFARE

The cost for the previously booked flights (A) will be listed above the cost for the new flights (B).

|  |                         |                 |
|--|-------------------------|-----------------|
| <b>Estimated Cost of Change ?</b>  |                         | <b>\$181.99</b> |
| Flight ^   |                         |                 |
| <b>Current</b>   |                         |                 |
|  | Original Base Fare      | \$336.74        |
| <b>A</b>   | Taxes, Fees & Charges v | \$56.06         |
| <b>New</b>   |                         |                 |
| <b>B</b>   | Base Fare               | \$506.04        |
|  | Taxes, Fees & Charges v | \$68.75         |
| Rates are quoted in USD.   |                         |                 |
| Any credits or charges will be applied to the original form of payment.                  |                         |                 |
| <input type="checkbox"/> I have read and accept the rules & restrictions and policies. * |                         |                 |
| <a href="#">Confirm Change</a>   |                         |                 |
| <a href="#">Cancel Change</a>  |                         |                 |

Click "Taxes, fees, & charges" to see the associated costs.

|  |                         |                 |
|--|-------------------------|-----------------|
| <b>Estimated Cost of Change ?</b>  |                         | <b>\$181.99</b> |
| Flight ^   |                         |                 |
| <b>Current</b>   |                         |                 |
|  | Original Base Fare      | \$336.74        |
|  | Taxes, Fees & Charges v | \$56.06         |
| <b>New</b>   |                         |                 |
|  | Base Fare               | \$506.04        |
|  | Taxes, Fees & Charges v | \$68.75         |
| Rates are quoted in USD.   |                         |                 |
| Any credits or charges will be applied to the original form of payment.                  |                         |                 |
| <input type="checkbox"/> I have read and accept the rules & restrictions and policies. * |                         |                 |
| <a href="#">Confirm Change</a>   |                         |                 |
| <a href="#">Cancel Change</a>  |                         |                 |

## 6.5 Payment

As noted in the Estimated Cost of Change section of the page, any credits or additional charges will be applied to the original form of payment. The original form of payment is your agency's required payment method. You will not be able to change the payment method or access the payment card information.

|  |                 |
|--|-----------------|
| <b>Estimated Cost of Change</b> ?  | <b>\$181.99</b> |
| Flight ^   |                 |
| <b>Current</b>   |                 |
| Original Base Fare   | \$336.74        |
| Taxes, Fees & Charges v  | \$56.06         |
| <b>New</b>   |                 |
| Base Fare  | \$506.04        |
| Taxes, Fees & Charges v  | \$68.75         |
| Rates are quoted in USD.   |                 |
| Any credits or charges will be applied to the original form of payment.                  |                 |
| <input type="checkbox"/> I have read and accept the rules & restrictions and policies. * |                 |
| <a href="#">Confirm Change</a>   |                 |
| <a href="#">Cancel Change</a>  |                 |





## 6.6 Accept Rules, Restrictions, and Policies

Review the rules and restrictions and if you agree, click the "I have read..." button.

|  |                 |
|--|-----------------|
| <b>Estimated Cost of Change</b> ?  | <b>\$181.99</b> |
| Flight ^   |                 |
| <b>Current</b>   |                 |
| Original Base Fare   | \$336.74        |
| Taxes, Fees & Charges v  | \$56.06         |
| <b>New</b>   |                 |
| Base Fare  | \$506.04        |
| Taxes, Fees & Charges v  | \$68.75         |
| Rates are quoted in USD.   |                 |
| Any credits or charges will be applied to the original form of payment.                  |                 |
| <input type="checkbox"/> I have read and accept the rules & restrictions and policies. * |                 |
| <a href="#">Confirm Change</a>   |                 |
| <a href="#">Cancel Change</a>  |                 |

## 6.7 Confirm Change

If you need to make additional changes to the flight(s) or are not yet ready to make the change, click "Cancel Change." If all is correct and you are ready to make the change, click "Confirm Change."

| Estimated Cost of Change                     |  | <b>\$181.99</b> |
|---|--|-----------------|
| Flight                                       |  |                 |
| <b>Current</b>  |  |                 |
| Original Base Fare  |  | \$336.74        |
| Taxes, Fees & Charges                        |  | \$56.06         |
| <b>New</b>  |  |                 |
| Base Fare   |  | \$506.04        |
| Taxes, Fees & Charges                        |  | \$68.75         |
| Rates are quoted in USD.  |  |                 |
| Any credits or charges will be applied to the original form of payment.   |  |                 |
| <input type="checkbox"/> I have read and accept the rules & restrictions and policies. *                                      |  |                 |
| <a href="#" style="background-color: #007bff; color: white; padding: 5px 20px; border: 1px solid #007bff;">Confirm Change</a> |  |                 |
| <a href="#">Cancel Change</a>   |  |                 |

*You have not finished making the change!*

## 7. Trip Overview Page

The "Trip Overview" page will reload. There may be a note to let you know the change is being processed.

The screenshot displays the 'Trip Overview' page with a 'Processing' modal. The modal text reads: 'Your change request is currently being processed. Please note that it may take longer than usual. We will send you an email with the latest update once available.' The modal has an 'OK' button.

**Notification:** Your change request is being processed and may take several minutes to complete.

**Approval:** Your trip was approved on May 12, 2026 (approver name: [redacted]). The assigned approver will be notified of any edits.

**Trip Overview**

| Trip Status | Record Locator | Trip Name          | Date                                  |
|-------------|----------------|--------------------|---------------------------------------|
| Processing  | GVW83N         | Trip - Los Angeles | November 16, 2026 - November 17, 2026 |

**Itinerary** | Details | Trip History

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

Monday, November 16, 2026 Ticketed  
Confirmation Number: B25C74

10:25 AM - 11:55 AM Nonstop Duration: 1h 30m

Southwest Airlines WN 4018

Ticket number: 5267486934162

Frequent Traveler Account: \*\*\*\*5678

Payment: U.S. Bank \*\*\*

Preferred Cabin: Economy

[View Details](#) [Change Flight](#) [Cancel Flight](#)

**Estimated Total Cost** \$392.80

Flight \$392.80

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](#)

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

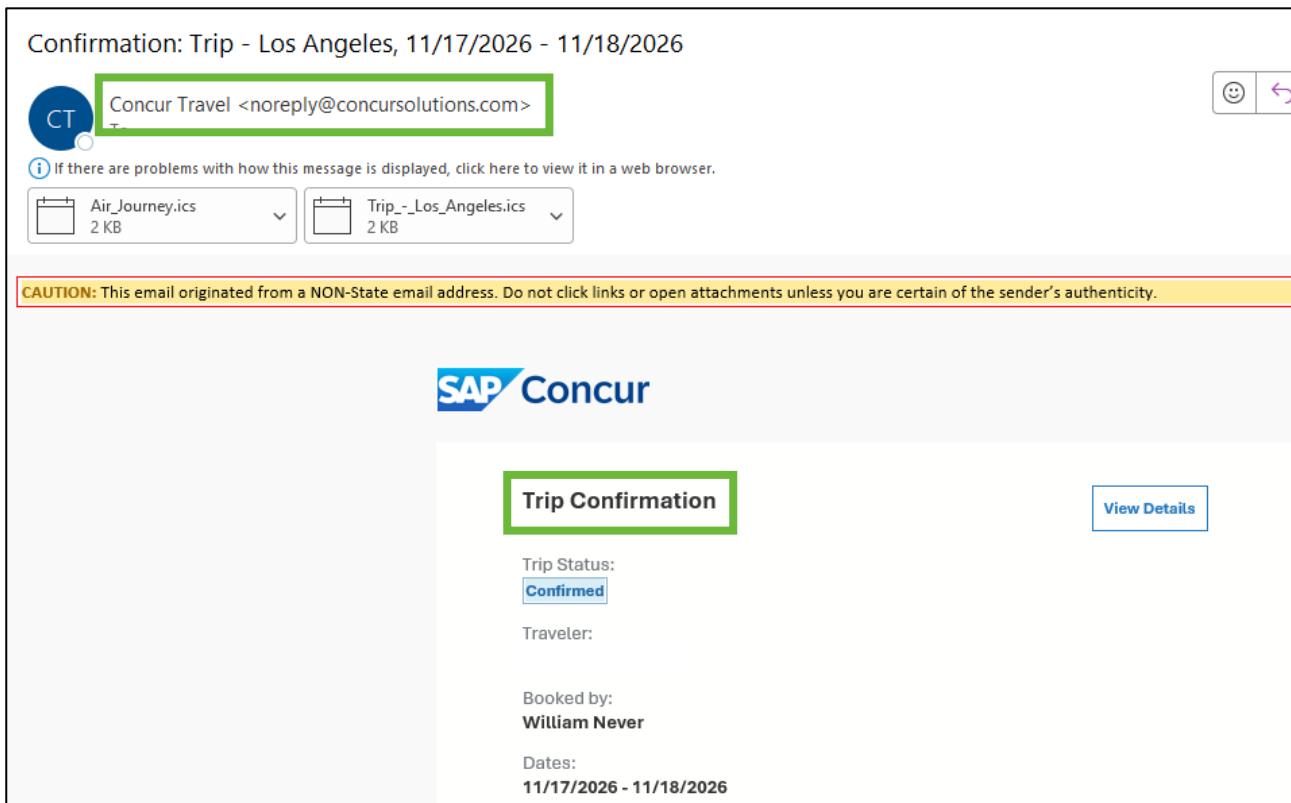
Tuesday, November 17, 2026 Ticketed  
Confirmation Number: B25C74

If your agency participates in Concur's pre-trip approval process, your Travel Manager will be notified of the trip change. The trip does not need to be approved again. See 'Concur Pre-Trip Approval Guide' for more information.

## 8. Trip Change Confirmation

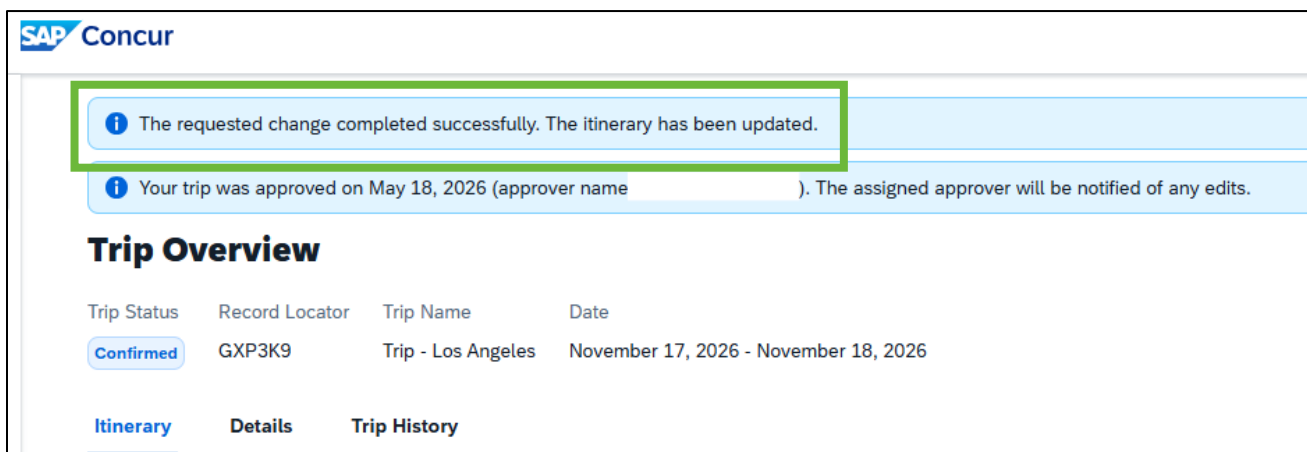
### 8.1 Email from CI Azumano

Once the change has been processed, you will receive an email from Concur with the updated travel information. Once you have received this email, your travel changes are complete.



### 8.2 Updated Itinerary on Concur

Additionally, the updated travel information will be available to view in your "Trip Library" within Concur.



## HOW TO CHANGE AIRFARE

You can see the change (A), approval (B), and booking (C) dates by clicking "Trip History."

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

Trip Status: Confirmed | Record Locator: GXP3K9 | Trip Name: Trip - Los Angeles | Date: November 17, 2026 - November 18, 2026

Itinerary | Details | Trip History

---

**May 18, 2026**

**Confirmation Email Sent** | 3:54 PM EDT  
Email sent to

**Notify Manager** | 3:54 PM EDT  
Your trip is sent to notify manager:

**Trip Changed** | 3:54 PM EDT

**Trip Approved** | 1:16 PM EDT  
Your trip was approved on May 18, 2026 [approver: ].

**Confirmation Email Sent** | 11:55 AM EDT  
Email sent to

**Trip Submitted for Approval** William Never | 11:55 AM EDT  
Trip requires approval by approver: by May 20, 2026, 12:30 AM EDT.

**Approval Email Sent** | 11:55 AM EDT

## 8.3 Ticket Exchange Information

CI Azumano will send an email with the ticket exchange information after the new ticket has been purchased. This email shows that the original ticket (A) has been exchanged for the new flight (B). Any credits or debits will be made directly to the original form of payment (C).

Reportable Fields - NO

**Contact Us**

- Contact Us at 877-454-8785

**Travelers** Agency Locator: GXP3K9

Traveler: Reference ID: NO

**Invoice**

Traveler:  
Southwest Airlines ETicket Number: 521

**A** Ticket Amount: \$386.80 USD  
 Form Of Payment: Credit Card  
 Invoice Number: 003  
 Ticketing Date: 05/18/2026

**B** Exchange Details:  
 Add/Collect Amount: \$0.00 USD  
 Orig Ticket value: \$392.80 USD  
 Orig Ticket Number: 521

Traveler:  
Southwest Airlines Exch Ticket Number: 52

**C** Ticket Amount: \$392.80 USD  
 Form Of Payment: Credit Card  
 Invoice Number: 003  
 Ticketing Date: 05/18/2026

Total Invoice Amount: \$392.80 USD

## 9. Additional Resources

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

### 9.1 CI Azumano

Email: [CalTravel@ciazumano.com](mailto:CalTravel@ciazumano.com)

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

- [CI Azumano Travel Tools and Resources](#)
- [CI Azumano Webpage](#)
- [Concur Login Page](#)

### 9.2 Statewide Travel Program

Email: [StatewideTravelProgram@dgs.ca.gov](mailto:StatewideTravelProgram@dgs.ca.gov)

- [Airfare Resources for Government Travel](#)

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

- Air Travel 101
- How to Add to An Existing Itinerary
- How to Book a Rental Car
- How to Book a Train
- How to Book Lodging
- How to Cancel Travel
- How to Log into Concur
- How to Set up a Profile in Concur
- Passive and Hard Stop Approval Information

### 9.3 Compliance

This information applies to executive state agencies only.

- [SAM 4117 Guide](#)
- [SAM 4117.1](#)
- [SAM 4117.1 Violation Reason Codes Legend](#)
- [State Travel Policy Resources](#)