

Statewide Travel Program Canceling Travel 101

All contracted vendors are available for use by employees of participating agencies for travel on official business. Contracted rates are only accessible through the state's Travel Management Services (TMS) provider. Book your entire business trip using the online booking tool, Concur; or by calling the state's authorized [travel agency](#), CI Azumano.

5 Best Practices to Canceling Travel

Be aware of all cancellation rules and applicable penalties before booking each segment of travel.

Cancel the travel as soon as you are made aware of the need to cancel.

Cancel the entire trip or segments of the trip quickly on Concur.

Never cancel with the vendor directly unless directed by CI Azumano.

Always look for a cancellation email from CI Azumano.*

Pre-Trip Cancellation

Travel is canceled before the trip has begun.

Completed on Concur.

Please note the vendor's cancellation policies to avoid penalties.

Mid-Trip Cancellation

Travel is canceled after the trip has begun.

Completed by calling CI Azumano at 1 (877) 454-8785.

Do not cancel directly with the vendor unless directed by CI Azumano.

Segment of Travel Cancellation

Cancel just one portion of a trip.

Example: a traveler has booked a trip that includes rental car, hotel and air. The traveler just cancels one segment of the trip, the rental car.

Entire Trip Cancellation

Cancel the entire trip.

Example: a traveler has booked a trip that includes rental car, hotel and air. The traveler cancels all segments of travel – rental car, hotel, and air.

*If the cancellation is successful, you will receive an email from Concur Travel to confirm the segment or entire trip cancellation. 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.

Cancellation Confirmation

Lodging

When cancelling lodging, you will receive a cancellation number.

Airfare

When cancelling airfare, the ticket number will become the cancellation number.

If a refundable flight was booked, a refund will be issued. If a nonrefundable flight was booked, a flight credit will be issued.

Rail

When cancelling rail, you will receive a cancellation number.

Rental Car

When cancelling a rental car, you will not receive a cancellation number.

Cancellation Numbers

The cancellation number can also be found within the "Trip Library" in Concur.

The cancellation number will appear in the cancellation email you receive from CI Azumano.

Why was my trip canceled?

If you did not actively cancel your trip, but received a cancellation email anyways, the booking was not completed **or** was rejected by your travel approver. Check the trip history within Concur for additional information.

Additional Resources

- o [Training Resources from Statewide Travel Program](#)
- o [How to Cancel a Booking \(Video\)](#)
- o [How to Cancel Travel PDF Guide](#), which can be found on our [Trainings Resource page](#).