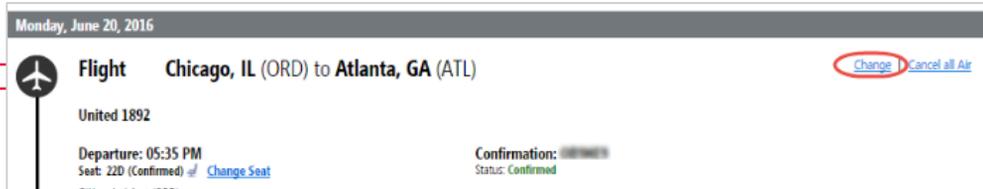




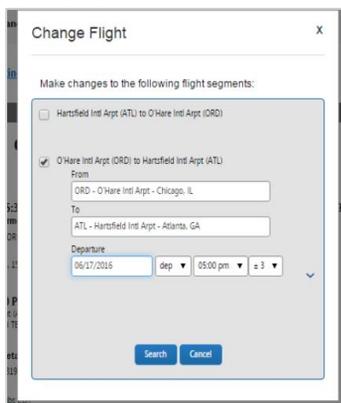
How To: Make Air Changes in Concur

Users will locate the trip they need to change in their *Upcoming Trips List* or *Trip Library*.

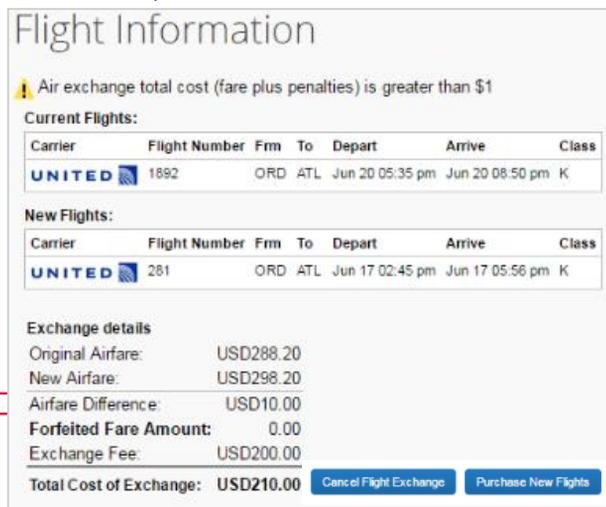
Once the desired trip is identified, users will select “change”.



A pop-up will appear with pre-populated information



Flight results are offered similarly to the standard booking process. Once flights are selected, users finalize the purchase.



Once ticketed, travelers will receive an updated TTT itinerary

- Users cannot make changes to an air reservation on Concur that is in progress. A TTT agent will need to be contacted.
- This functionality only applies to changing departure time or date. If a change in city pair is needed, the trip must be canceled and can be rebooked with an unused ticket applied.
- Changes in Concur must retain the original carrier.
- If users select “Modify Related Bookings” during this process, Concur will update their associated car and/or hotel booking if applicable. Please review these to ensure accuracy.
- If making a change to a Southwest booking, please remember that ticketing occurs when flights are selected, rather than when “Purchase New Flights” is clicked.
- Users are unable to make changes in Concur to bookings made in the reservation center. A TTT agent will need to be contacted.
- Changes in Concur are assessed an Agent Intervention fee (only).

Still have questions? Contact TTT’s Online Support Team for assistance