	Title: AV8R How to cancel a service	Number: BSD247	Revision: 1	Effective Date: 27-02-2025
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AV8R | HOW TO...

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BEYOND *Your* EXPECTATION

Cancel A Service

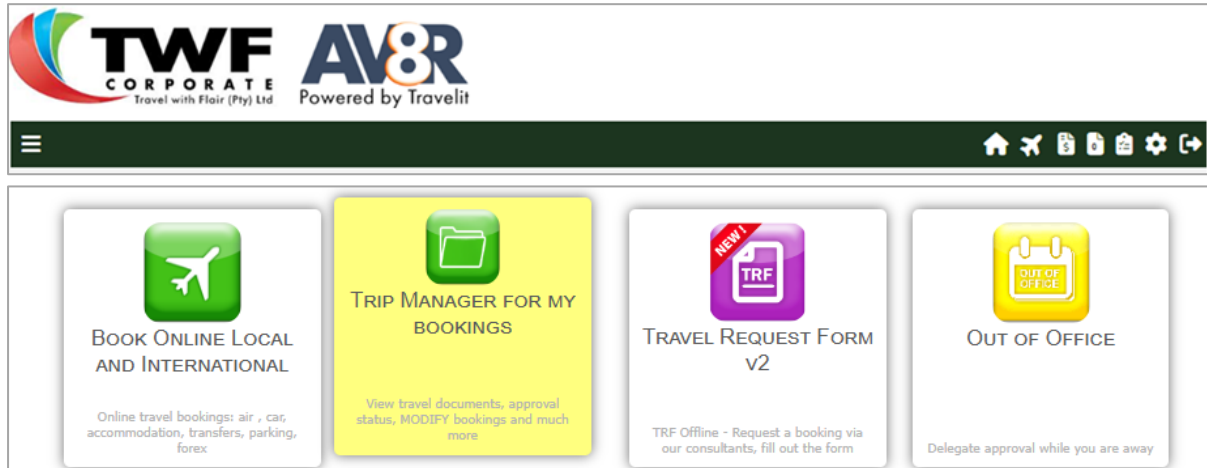
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1. Home Page

Select the trip manager for my bookings tab on the home page.



2. Cancel Service

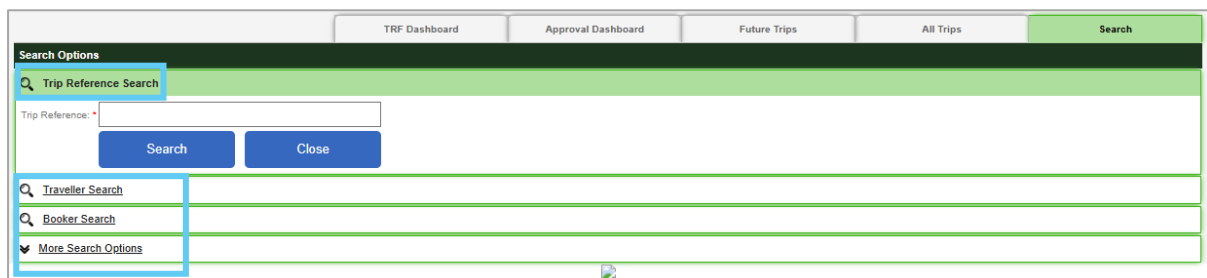
As the end user, you will have access to cancel a trip reference should you, as the traveller or the requestor, no longer require the travel.


Please ensure that you always double check the **vendors cancellation policy and fees before you cancel your trip.**

It is recommended that travel is cancelled timeously due to strict cancellation policies.

2.1 Search for trip:

Search for the trip using one of the below search methods Trip Reference Search, Traveller Search, or Booker Search.



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2.2 Search by Trip number:

Add the trip reference number and use the Search icon to locate the Trip/s.

Search Options

Q Trip Reference Search

Trip Reference: *

Search

Close

Search for the traveller using the Name, Surname, or e-mail address. The user can specify if the search is based on all trips or only future trips. Use the Search icon to locate the Trip/s.

Q Traveller Search

Traveller Name: *

Trips:

If you want to see more. keep refining your search to narrow down your results

Search

Close

Search for the booker using the Name, Surname, or e-mail address. The user can specify on them status of the trip, on all trips or only future trips. Use the Search icon to locate the Trip/s created by a Travel Booker.

Q Booker Search


Booker Name: *

Status:

Trips:


Search

Close

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More Search Options provide multiple alternative search criteria to locate a trip for the user, Select the relevant search option to expand for the search field/s.

<input type="text"/> Trip Name Search
<input type="text"/> Order Number Search
<input type="text"/> Confirmation Number Search
<input type="text"/> PNR Search
<input type="text"/> Ticket Number Search
<input type="text"/> Project Code Search
<input type="text"/> Quote Number Search
<input type="text"/> Travel Request Form Ref Search (TRF)
<input type="text"/> Business Unit Search
<input type="text"/> Status Search
<input type="text"/> Approver Search
<input type="text"/> Vendor Search
<input type="text"/> Cost Center Search

Once a Trip has been located using one of the search criteria, select the drop-down arrow  to expand the Trip. This would enable you to view additional information and options within that trip.

Thursday, 27 February 2025
Zamani Ndaba

Trip Reference
FDD718D

Reason for Travel: Client Meeting
Locality: Local
Settlement Card: 444433*****1111
Booker: 76%
Travellers x1:

Company:
Business Unit:
Booker:
Date Created: Wednesday, 26 February 2025 @ 13:42
Trip Name: Amajuba Community Engagement

All tickets issued trip ready for travel ✓

Modify Trip
Approval
Travel Doc's & Invoices
Trip Statement
Copy Trip

Show Booking Information & Email Logs
 New Consultant Messenger (Chat)
 Corporate Policy Notes


Sector	Vendor	Description	PO#	Ticket#	PO Value	Status
	Hotel: The Hills Guest House - Newcastle	1 Night Thursday, 27 February 2025 Friday, 28 February 2025 	185519-190		1,300.00	Vouchers Issued ✓
Documents						
Fees						

Thursday, 27 February 2025

Trip Reference
5F132A9

Company:
Business Unit:
Booker:
Date Created: Wednesday, 26 February 2025 @ 13:39
Trip Name: Amajuba Community Engagement

All tickets issued trip ready for travel ✓

	Title:	Number:	Revision:	Effective Date:
	AV8R How to cancel a service	BSD247	1	27-02-2025

Select the Modify Trip.

Thursday, 27 February 2025

Trip Reference: **FDD718D**

Company: [blank]
 Business Unit: [blank]
 Booker: [blank]
 Date Created: Wednesday, 26 February 2025 @ 13:42
 Trip Name: Amajuba Community Engagement

All tickets issued trip ready for travel

Reason for Travel:	Client Meeting
Locality:	Local
Settlement Card:	444433*****1111
Booker:	1 76%
Travellers x1:	;

Cost Center	Description	Percentage
Gf002	Project Investment	100.00%

[New Consultant Messenger \(Chat\)](#)

[Corporate Policy Notes](#)

Modify Trip

Approval

Travel Doc's & Invoices

Trip Statement

Copy Trip

The trip will now be visible. Select Cancel Entire Booking which will cancel all booked sectors.

Note: Ensure that you read through the vendors cancellation policy and rules before you go ahead and cancel the trip.

Cancel Entire Booking

View in Trip Manager

✕ Flight

✕ + 🛏 + 🚗

🛏 Hotel

🚗 Car

🚗 Transfer

New Other sectors ▾

P Parking

Hotel FEB 27 Thu The Hills Guest House - Newcastle 1300.00 ✕

NCS

⊕

📅 Check-in: Thursday, 27 February 2025

📅 Check-out: Friday, 28 February 2025

🔍 Room: 1x Room | 1x Night

📄 Settlement Mode: Nightsbridge Settle Room and Allowances

Booking Status: Vouchers Issued

Confirmation Number: **105989305**

PNR: 105989305

Remove Sector

Zamani Ndaba

1 Guests confirmed per Room

A pop-up message will appear as below, select Confirm Cancel to proceed with the trip cancellation.

Please Note ✕

Please note that by cancelling this booking all sectors will be permanently removed and vendor penalties may apply.

Confirm Cancel

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Once the trip has been successfully cancelled, the trip status will update and will now reflect as Trip Cancelled by Requisitioner in Orange.

Search Options

🔍 Trip Reference Search

Trip Reference: *

🔍 Traveller Search

🔍 Booker Search

📄 More Search Options

First Travel Date	Traveller(s)	Trip Details
Friday, 16 May 2025	Jason Classen	<p>Company: The Presidency Of South Africa - TWF</p> <p>Business Unit: CABINET SERVICES</p> <p>Booker: Charne Van Der Hoven</p> <p>Date Created: Wednesday, 26 February 2025 @ 14:48</p> <p>Trip Name: Trip cancelled by requisitioner !</p>

Trip Reference: **B5B96A6**
 Request Form Number: **TDE2F82**