	Title: AV8R - How to modify a trip.2	Number: BSD258	Revision: 1	Effective Date: 02-02-2026
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AV8R | HOW TO...

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BEYOND *Your* EXPECTATION

Modify A Trip

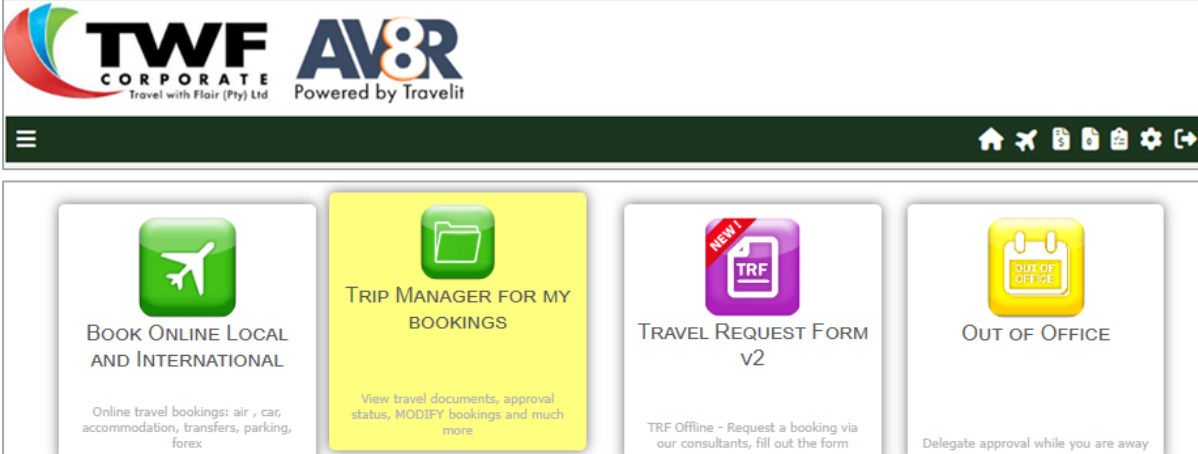
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1. Dashboard

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





2. Modify A Trip

Online changes on existing sectors can only take place within the trip **prior to approval or after approval**.


2.1 Search for trip:

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

When you have allocated the Trip, select the drop-down arrow  to expand the Trip. This would enable you to view additional information and options within that trip.



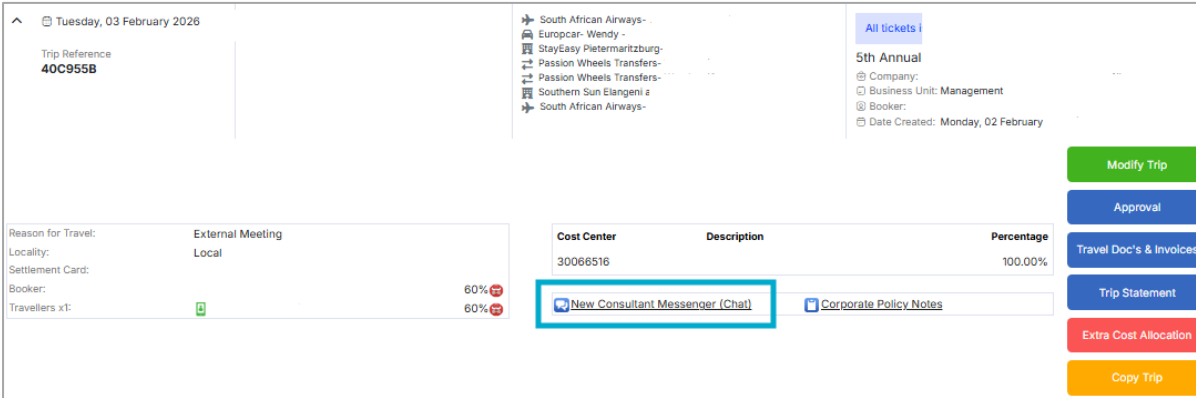
First Travel Date	Traveller(s)	Trip Details
Friday, 16 May 2025	Jason Classen	Company: The Presidency Of South Africa - TWF Business Unit: CABINET SERVICES Booker: Charne Van Der Hoven Date Created: Wednesday, 26 February 2025 @ 14:48 Trip Name: BOOK ONLY

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2.2 Modify Flight:

Select the New Consultant Message button, as indicated below.

Important: Do not use the modify trip button to change flights. The tickets will be issued instantly without any approval.

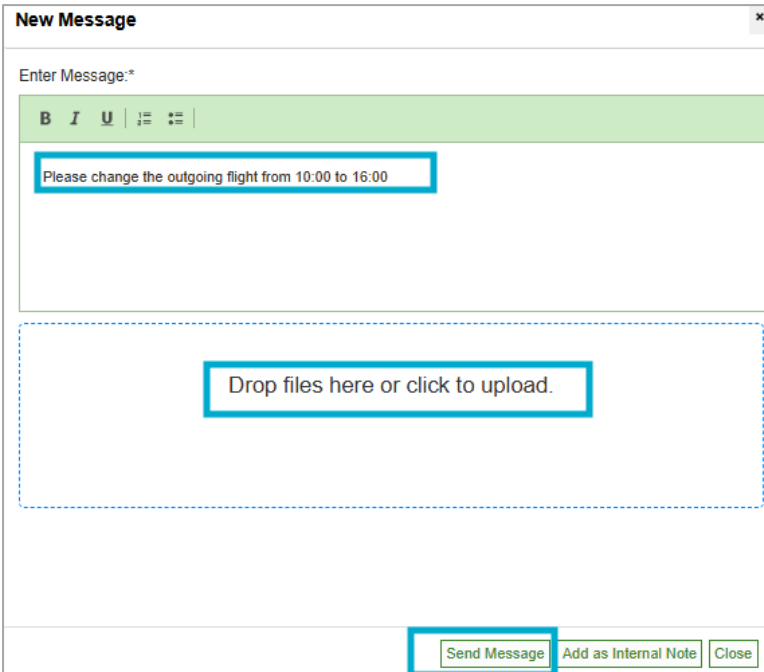


The screenshot shows a travel management system interface. On the left, there's a sidebar with 'Tuesday, 03 February 2026' and 'Trip Reference 40C955B'. The main area displays trip details: 'Reason for Travel: External Meeting', 'Localities: Local', 'Settlement Card', 'Booker: 60%', and 'Travellers x1: 60%'. A table shows 'Cost Center' 30066516 with a 'Description' and 'Percentage' of 100.00%. A 'New Consultant Messenger (Chat)' button is highlighted with a red box. On the right, there are buttons for 'Modify Trip', 'Approval', 'Travel Doc's & Invoices', 'Trip Statement', 'Extra Cost Allocation', and 'Copy Trip'.


Type the request for change of flight in the message field.

Documents can also be attached if needed.

Select the Send Message tab.



The screenshot shows a 'New Message' dialog box. It has a title bar 'New Message' and a close button. Below the title bar is a text input field labeled 'Enter Message:*' containing the text 'Please change the outgoing flight from 10:00 to 16:00'. Below the text input field is a dashed box for file uploads with the text 'Drop files here or click to upload.'. At the bottom of the dialog box are three buttons: 'Send Message' (highlighted with a red box), 'Add as Internal Note', and 'Close'.

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The request will generate to the consultant to action. The consultant will do the change outside of AV8R and import the change back into AV8R to follow the approval workflow.

Upon approval the ticket/s will be re-issued.

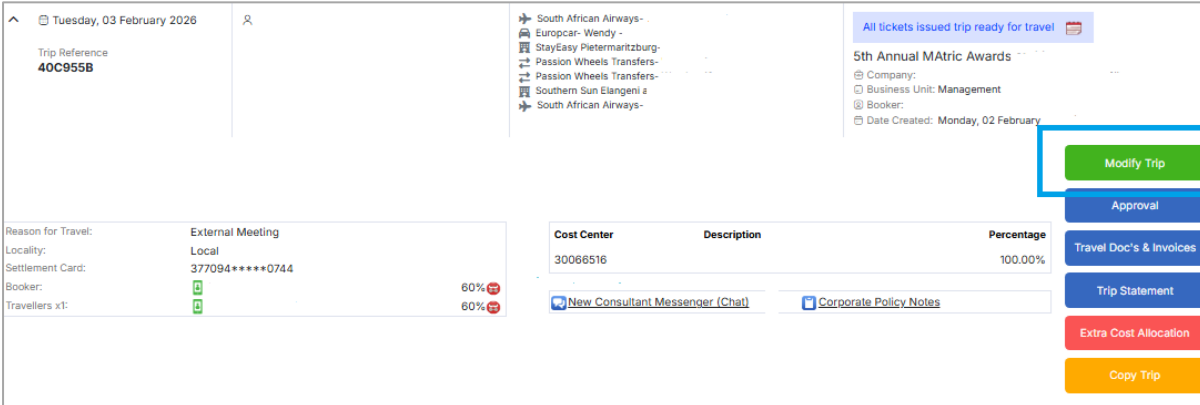
3. Modify Any Other Sectors

For any other changes to the trip except for flight sectors, the principle for modifying will be based on a **'cancel and re-book'** basis.

Should the user wish to change a hotel sector prior to check-in date, for example, the user will book the new sector and remove the old one.

It is important to review the Vendor's terms and conditions before the sector is cancelled and re-booked.


Select the modify trip icon inside the trip to start the change.



The screenshot shows a travel management system interface. At the top left, it displays the date 'Tuesday, 03 February 2026' and a search icon. Below this, the 'Trip Reference' is '40C955B'. A list of sectors is shown, including South African Airways, Europcar, StayEasy, Passion Wheels Transfers, Southern Sun, and South African Airways. On the right, there is a notification 'All tickets issued trip ready for travel' and a list of awards and company information. At the bottom, there is a table with columns 'Cost Center', 'Description', and 'Percentage'. The 'Modify Trip' button is highlighted with a red box.

Reason for Travel:	External Meeting
Locality:	Local
Settlement Card:	377094*****0744
Booker:	60%
Travellers x1:	60%

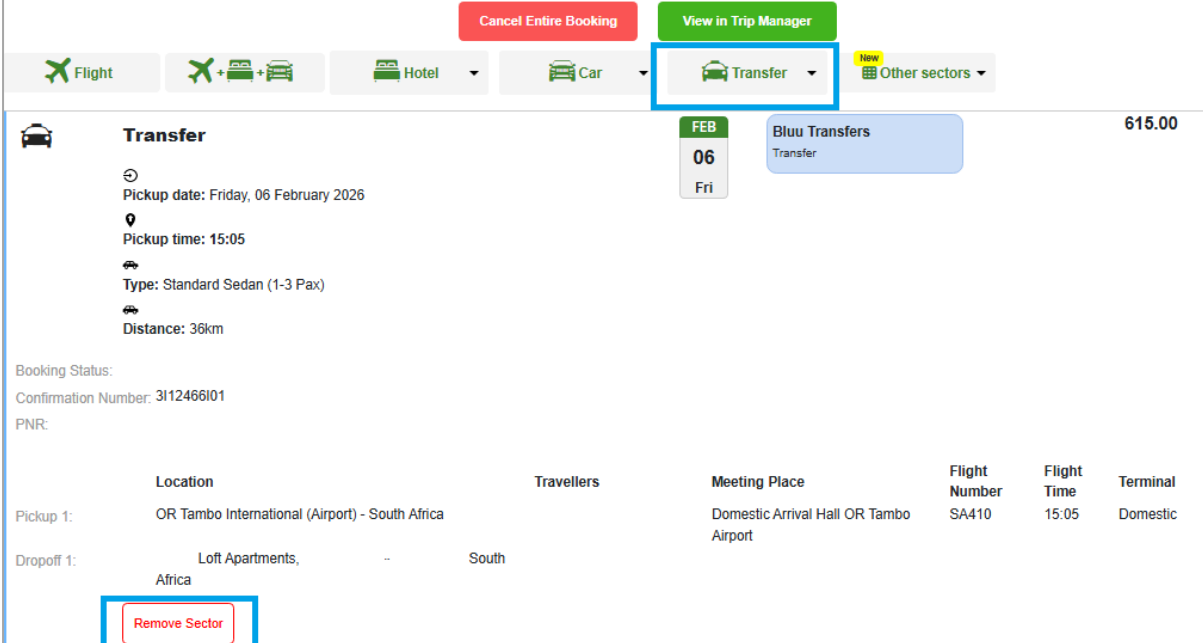
Cost Center	Description	Percentage
30066516		100.00%

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The basket will open with all the relevant services.

Reminder as per the above, the original service must be cancelled and a new sector added to modify the trip.

Select the service icon at the top of the page that's required to be changed.



The screenshot shows the TWF booking interface. At the top, there are navigation buttons: "Cancel Entire Booking" (red) and "View in Trip Manager" (green). Below these are service icons: Flight, Hotel, Car, and Transfer (highlighted with a blue box). A "New Other sectors" button is also visible. The main content area shows details for a "Transfer" service by "Bluu Transfers" for 615.00. The pickup date is Friday, 06 February 2026, at 15:05. The pickup location is OR Tambo International (Airport) - South Africa. The dropoff location is Loft Apartments, Africa. A "Remove Sector" button is highlighted with a red box at the bottom left of the transfer details.

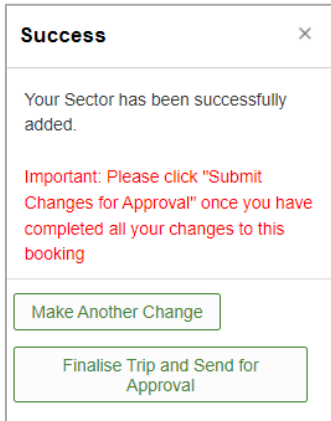
As per generating a new trip, the search page will open to complete.

Make your selection from the results page. You can refer to the ***How to make a booking manual***.

After adding the updated service to the trip basket, you need to remove the original service from the trip. Select the Remove Sector icon.

Follow above steps to change any other service as well.

Once the changes have been made, use the finalise trip and send of approval button for the trip to follow the approval flow.



The screenshot shows a "Success" dialog box with a close button (X) in the top right corner. The main text reads: "Your Sector has been successfully added." Below this, there is a red text note: "Important: Please click 'Submit Changes for Approval' once you have completed all your changes to this booking". At the bottom, there are two buttons: "Make Another Change" and "Finalise Trip and Send for Approval".

Upon approval, the documents will be issued.