QRG23HOTEL: Changing & Cancelling Hotel Reservations

If you made your hotel reservation online via E2 Solutions, changes or cancellations for that reservation can typically be made in E2.

In the most simple terms, when you access the authorization's Reservation page, if the hotel reservation includes the **Change Existing Reservation** link, you can quickly and easily change or cancel that reservation. If the link is unavailable, based on the status of the authorization or reservation, additional steps may be required (as explained below in the _Authorization or Reservation Status Conditions_ section) or you may need to call your travel management center (TMC) for assistance.

Change or Cancel an Existing Reservation

The following processes outline the basic steps to be followed to change or cancel a hotel reservation when the **Change Existing Reservation** link is available.

Change the Reservation

With the authorization's Reservation page displayed, complete the following steps.

1. Click the **Change Existing Reservation** link for the hotel reservation.
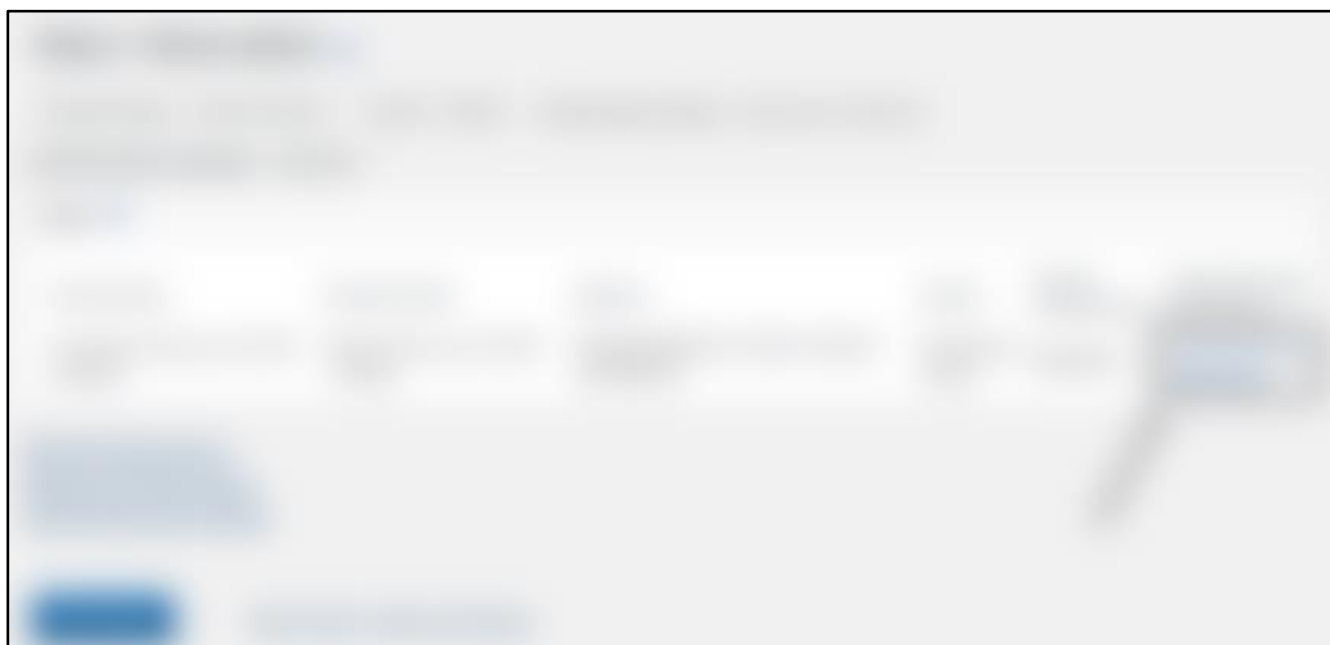

Figure 1: Authorization Reservation — Hotel "Change Existing Reservation" link

2. The Record Lookup page in the online booking tool displays the detail for that reservation.

Figure 2: E2 Online Booking Tool — Record Lookup, Hotel Details

3. Expand the "Trip details" panel (if not already expanded) and click the **Change this hotel** button in the "Hotel details" section. This displays a confirmation window with the following message: *Changing your hotel segment will remove your current hotel selection. To continue, click OK*.
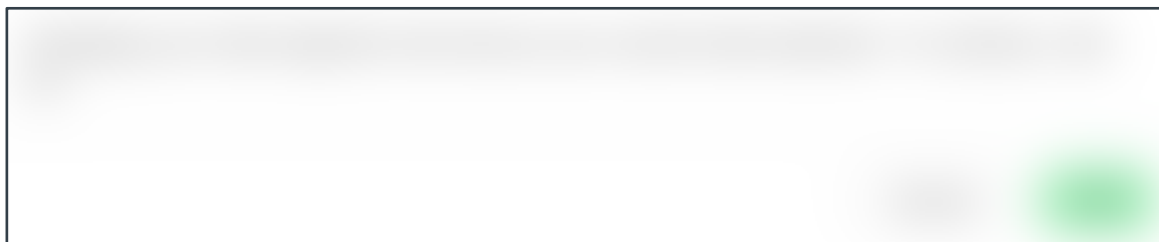
Figure 3: E2 Online Booking Tool — Hotel Change Confirmation Message

4. Click the **OK** button. The online booking tool takes you to the Select a Hotel page.
5. Follow the workflow to select a new hotel, making changes to the location and dates, if necessary.

   TIP: Refer to the UG22: Making Reservations *user guide for more detailed information (including screen shots) on navigating the online booking tool.*

6. When you reach the Trip Review and Checkout page, review your selections and then click the **Confirm Changes** button.
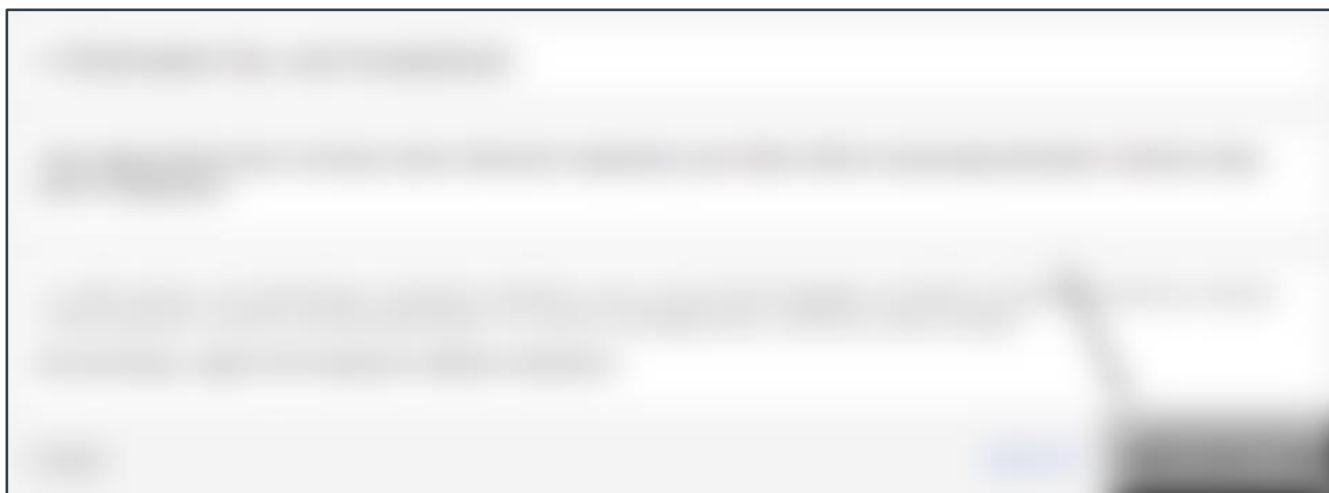

Figure 4: E2 Online Booking Tool — Trip Review and Checkout, Confirm Changes button

7. When you return to E2, the authorization's Reservation page is updated to show the new hotel reservation.

   TIP: Verify the details of the new reservation (i.e., location and dates) match the travel plans on the authorization's Site Details page. Make changes if necessary.
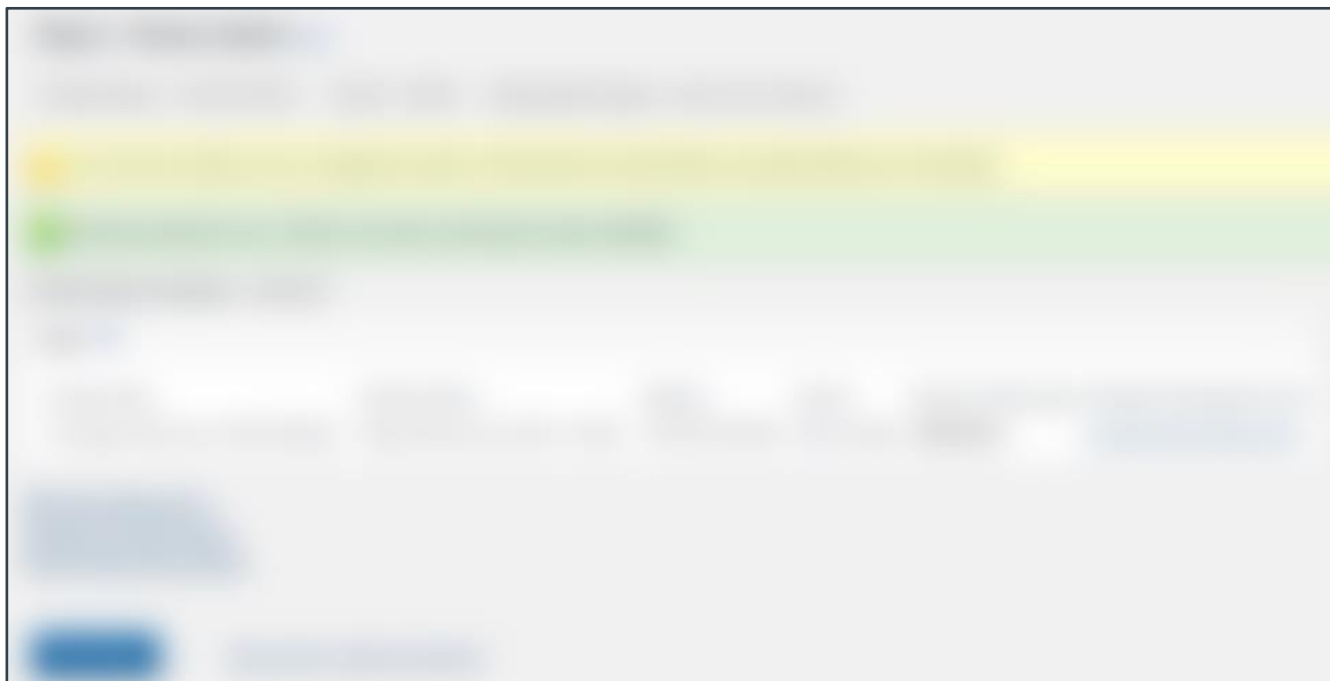
Figure 5: Authorization Reservation — Changed Hotel Reservation

Cancel the Reservation

You have two options when it comes to cancelling your hotel reservation, depending on the other bookings associated with the trip.

- If the hotel booking is part of a larger trip reservation (i.e., one that includes a flight, rail, and/or a rental car), you can remove the hotel via the **Change Existing Reservation** link without cancelling the rest of the trip reservation.
- If the hotel reservation was the only booking made for the trip, you can use the **Manage Trip Reservations** link to cancel that reservation and remove it from the trip without cancelling the trip.

The following sections explain the process for each option.

Remove a Hotel Booking Without Cancelling the Trip Reservation

With the authorization's Reservation page displayed, complete the following steps to cancel the hotel component of a trip reservation.

*NOTE: Your agency's travel policy determines whether the **Remove this hotel** button, explained in the following process, is available in the online booking tool. If the button is unavailable, use the steps in the* Cancel a Hotel-Only Reservation *section to cancel the reservation. (You may need to re-book any other trip components that were part of the reservation with the hotel booking and that you did not intend to cancel.)*

1. Click the **Change Existing Reservation** link for the hotel booking. This displays the Record Lookup page in the online booking tool.
2. Locate the hotel booking in the "Trip details" section and click the **Remove this hotel** button.
3. A confirmation window prompts you to confirm your deletion (e.g., *Are you sure you want to delete this hotel reservation?*). Click the **OK** button to cancel the booking or the **Cancel** button to cancel your request and leave the reservation unchanged.
4. After you click the **OK** button, you are redirected to the Trip Review and Checkout page. Review your remaining travel details and then click the **Confirm Changes** button at the bottom of the page.
5. When you return to E2, the authorization's Reservation page is updated and the hotel booking is no longer displayed.

Cancel a Hotel-Only Reservation

With the authorization's Reservation page displayed, complete the following steps to cancel a hotel-only reservation and remove it from the trip (but not cancel the trip).
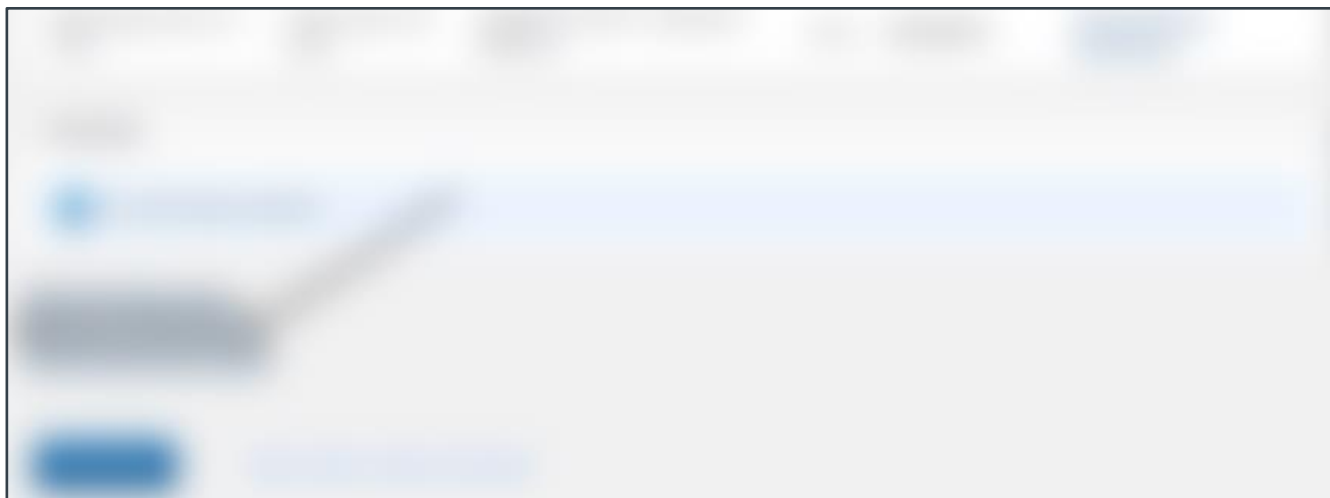
1. Click the **Manage Trip Reservations** link.

Figure 6: Authorization Reservation — Manage Trip Reservations link

2. The Manage Trip Reservations window displays. The hotel reservation is listed in the data grid and the corresponding **Select** check box is checked and disabled, indicating the reservation is associated with the authorization.
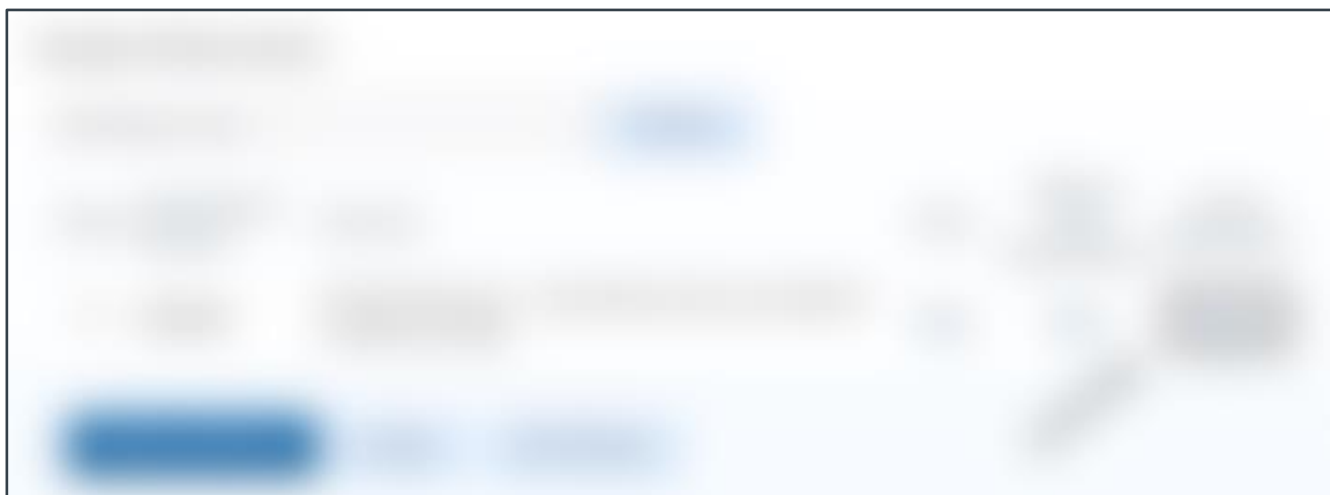

Figure 7: Manage Trip Reservations — Hotel Reservation

3. Click the **Cancel** link in the Cancel Reservation column. This displays a Confirm Action window with the following warning message: *Canceled reservations cannot be restored. Are you sure you want to cancel reservation [CONFIRMATION NUMBER]?*

Figure 8: Confirm Action — Cancel Hotel Reservation

4. Click the **Confirm** button. You are returned to the Manage Trip Reservations window where a success message (*Reservation [CONFIRMATION NUMBER] has been successfully canceled.*) confirms the reservation was cancelled.
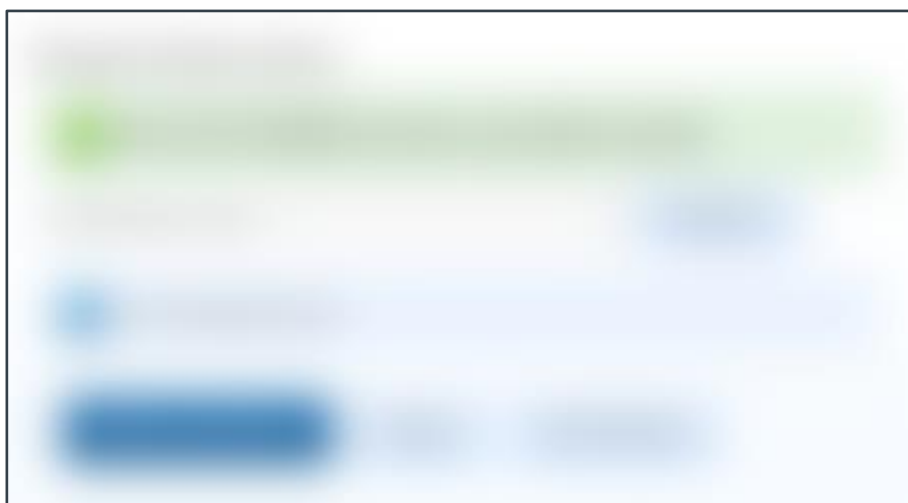

Figure 9: Manage Trip Reservations — Cancelled Hotel Reservation

5. Click the **Exit Window** button to close the Manage Trip Reservations window and return to the authorization's Reservation page.

Authorization or Reservation Status Conditions

The following sections explain how to proceed when the reservation detail or the **Change Existing Reservation** link is not immediately available on the authorization's Reservation page.

*NOTE: Your office or workgroup is configured to prevent new reservations or changes to existing reservations on a trip a certain number of days before your first day of travel (or your check-in date, for hotel only reservations). If, for example, this restriction is set to 2 (two days) and a hotel reservation was made for check-in on October 26, changes may be made to that reservation until October 24 (i.e., two days before check-in). The **Change Existing Reservation** link in this scenario is no longer available October 24 or after, regardless of whether the authorization may be edited, and you must contact your TMC for any changes. Contact your internal E2 help desk, travel policy manager, or other agency personnel for more information on the configuration for your agency, and always be aware of this value and your check-in date as you attempt any of the processes explained in the following sections.*

Reservation Not Associated With a Trip (Held Reservation)

Reservations that were held immediately after they were made (i.e., the user selected the **Save for Later** button in the Create Authorization or Save for Later window), or that were moved from an authorization to the traveler's Held Reservations list, may still be changed or cancelled without first being tied to an authorization.

Complete the following steps.

1. Select *Show Held Reservations* from the **Start a Travel Document** drop-down list on the My E2 **At a Glance** tab, and then click the **Go** button. This displays the Held Reservations window.
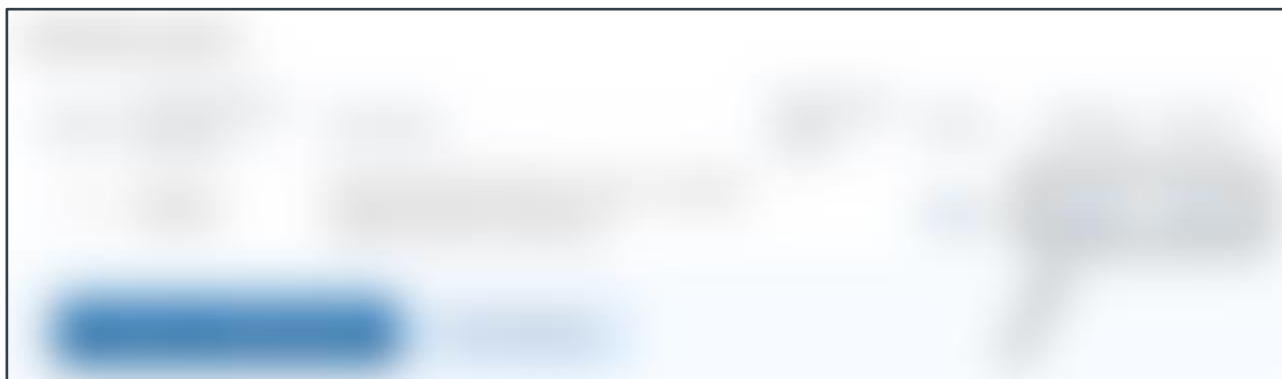

Figure 10: Held Reservations — Hotel Reservation

2. Select from the following options.

   - Click the **Change** link and follow steps 2–6 in the *Change the Reservation* process to change the reservation. When you return to E2, the Create Authorization or Save for Later window displays. Click the **Create an Authorization** button to create a new authorization with the changed reservation, or click the **Save for Later** button to save the changed reservation to your Held Reservations list.
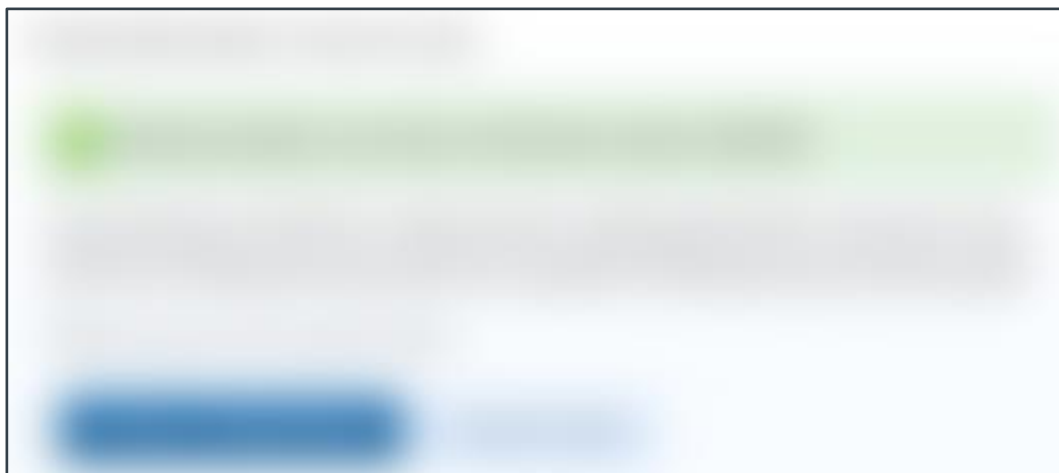

Figure 11: Create Authorization or Save for Later — Changed Reservation

   - Click the **Cancel** link to cancel the reservation. A Confirm Action window displays with the following warning message: *Are you sure you want to cancel this reservation?* Click the **Confirm** button to cancel the reservation and remove it from the Held Reservations list, or click the **Cancel** button to leave the reservation unchanged in the Held Reservations list.
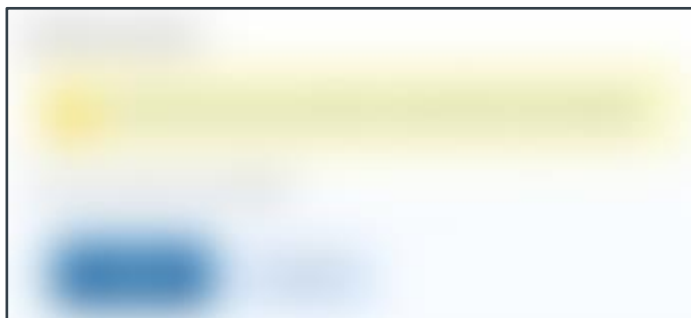
Figure 12: Confirm Action — Cancel Held Reservation

Authorization Pending Approval

The **Change Existing Reservation** link is not available on the authorization's Reservation page if the authorization is pending approval (i.e., has a status of *Pending Authorization Approval*).
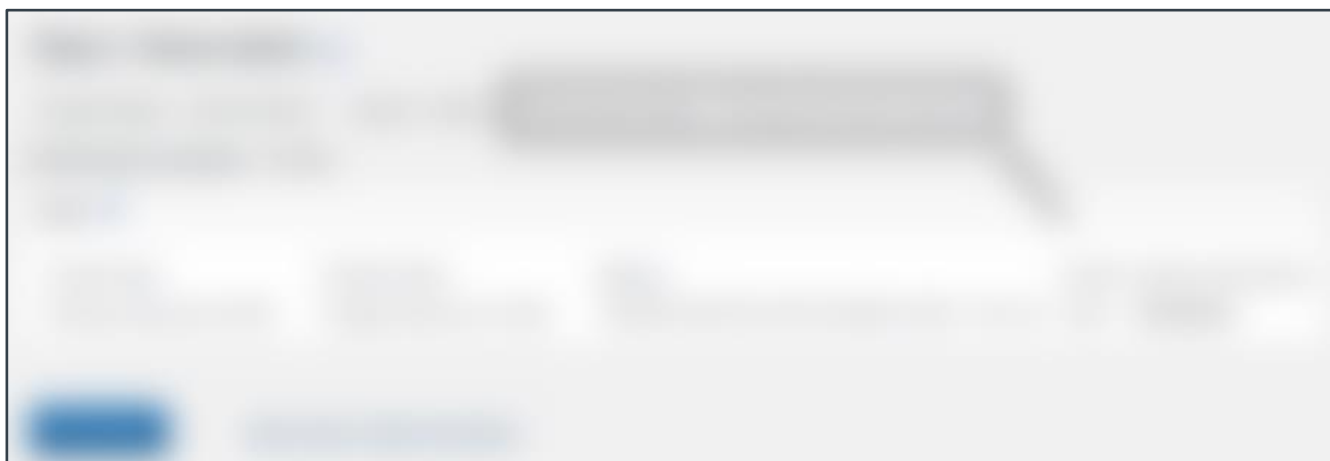

Figure 13: Authorization Reservation — Pending Authorization Approval status

You will need to recall the authorization from the approval process before you can make changes. Complete the following steps.

1. Navigate to the authorization's Summary page and click the **Recall** button at the bottom of the page. This displays a Confirm Action window with the following message: *Do you want to proceed?*
2. Click the **Confirm** button. The Summary page refreshes and a warning message at the top of the page (*Authorization revised: Document recalled from approver*) informs you the authorization has been recalled.
3. Navigate to the authorization's Reservation page and follow the steps in the *Change the Reservation* or *Cancel the Reservation* process.

Authorization Approved

The **Change Existing Reservation** link is not available on the authorization's Reservation page after the authorization has received final approval (i.e., has a status of *Authorization Approved*).
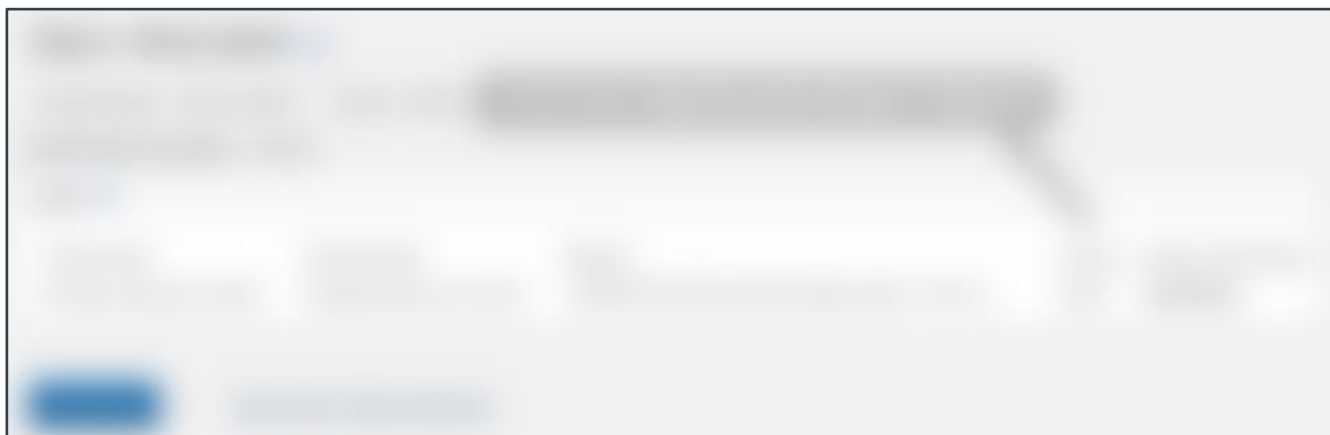

Figure 14: Authorization Reservation — Authorization Approved status

You must amend the authorization before you can make changes. Complete the following steps.

1. Navigate to the Trip Dashboard for the authorization and click the **Amend Authorization** button. This displays the Basic Information page for the amended authorization.
2. Navigate to the amended authorization's Reservation page. The **Trip ID** field shows the amendment number appended to the original trip ID number with a dash (e.g., 12345-1) and the links on the Reservation page are now available.
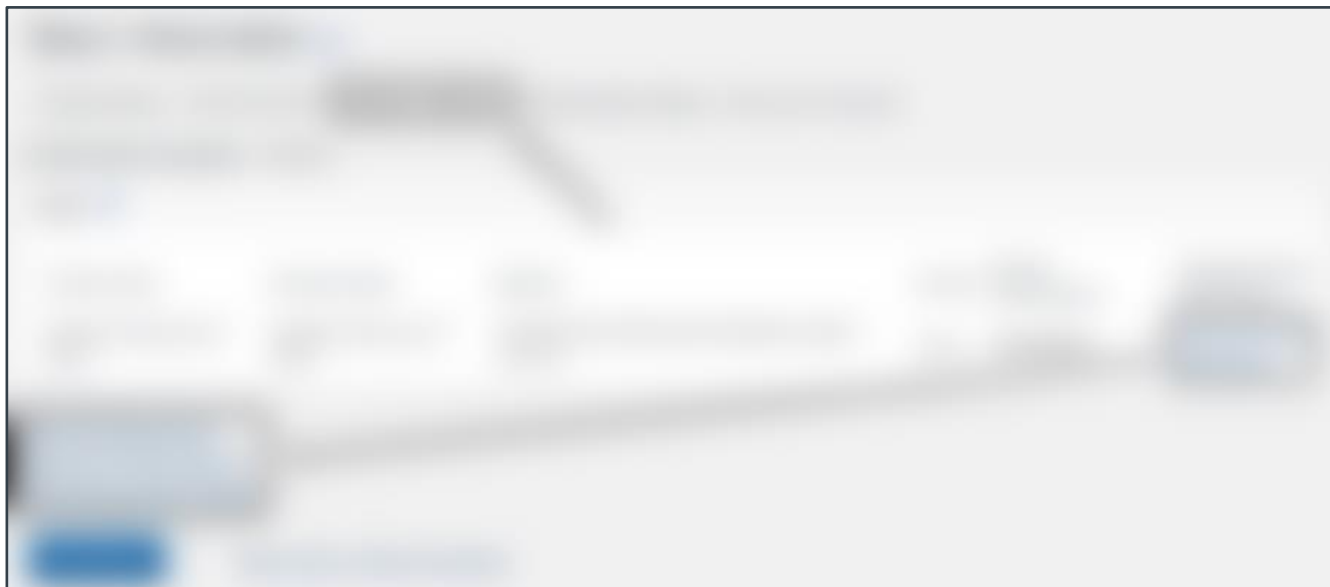

Figure 15: Authorization Reservation — Amended Authorization

3. Follow the steps in the *Change the Reservation* or *Cancel the Reservation* process.
4. When you click a link on the Reservation page, a Confirm Action window displays with the following warning message: *If you change or remove a reservation, you will not be able to delete the amended authorization. The amended authorization may require additional approvals, and ticketing may be delayed.* Click the **Confirm** button to continue with your action.
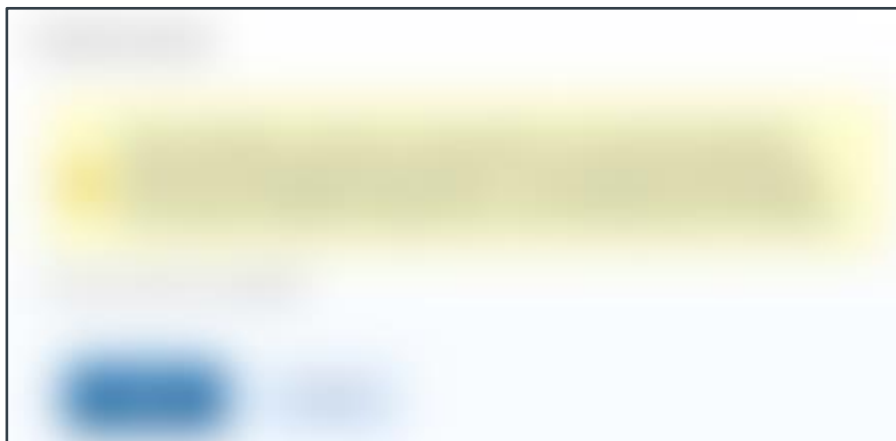
Figure 16: Confirm Action — Amended Authorization Warning

Authorization Includes an Air or Rail Reservation

If the hotel reservation was booked in conjunction with an air or rail reservation, whether you can change that hotel reservation depends on the ticketing status of the air or rail reservation.

- If the air or rail reservation has been ticketed (generally three days prior to departure), the **Change Existing Reservation** link will not display for the hotel reservation. You will need to contact the TMC to make changes.
- If the hotel reservation was booked with an air reservation and that air reservation has not yet been ticketed, the **Change Existing Reservation** link is available for both reservations. Follow the process outlined in the *Change the Reservation*, *Authorization Pending Approval*, or *Authorization Approved* section, depending on the status of the authorization, to change the hotel reservation.
- If the hotel reservation was booked with a rail reservation and that rail reservation has not yet been ticketed, the **Change Existing Reservation** link is available for the hotel reservation only. (You cannot make online changes to a rail reservation; you must contact your TMC.) Follow the process outlined in the *Change the Reservation*, *Authorization Pending Approval*, or *Authorization Approved* section, depending on the status of the authorization, to change the hotel reservation.

Reservation Booked With TMC & Retrieved Into E2

The **Change Existing Reservation** link is not available for those reservations that were made by your TMC and then retrieved into E2. You must contact your TMC to make changes.

Changes While Traveling

You cannot make changes to your hotel reservation in E2 while you are traveling; contact your TMC directly for assistance.