



WORLDTRAVELING
POWERS One GLOBAL

POST TICKET CHANGES

About This Feature

- SAP Concur integrates with the Global Distribution System (GDS) reprice and reissue solution.
- Concur and the GDS work together seamlessly to simplify the process of changing tickets.
- Tickets are re-priced online and Concur delivers itineraries finished for agency ticketing.
- Old and new fares and rules are researched, and a new accurate price is generated.
- The newly calculated price reflects appropriate rules, taxes, additional collections, refunds, penalties and airline administrative fees.



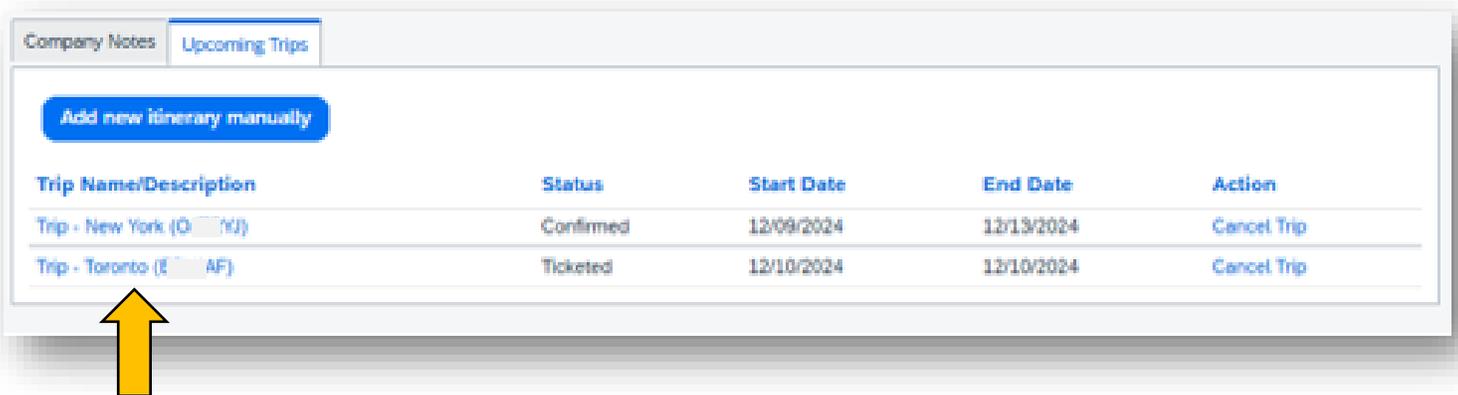
Limitations

- Only full exchanges are supported. Exchanges to partially used tickets are not supported.
- Multi carrier bookings are not supported. Original and new itineraries may only consist of a single airline.
- Not available for PNRs with multiple passengers.
- Only available on ARC accredited airlines.
- Segment selection is not available. Changes may only be made on live flight segments or segments not flown.
- The use of unused ticket credits as payment for the exchange is not supported.
- PNRs with more than 4 segments or coupons are not supported.
- Once a segment has been flown, all changes must be done directly with a World Travel agent.

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STEP 1: Select the Trip

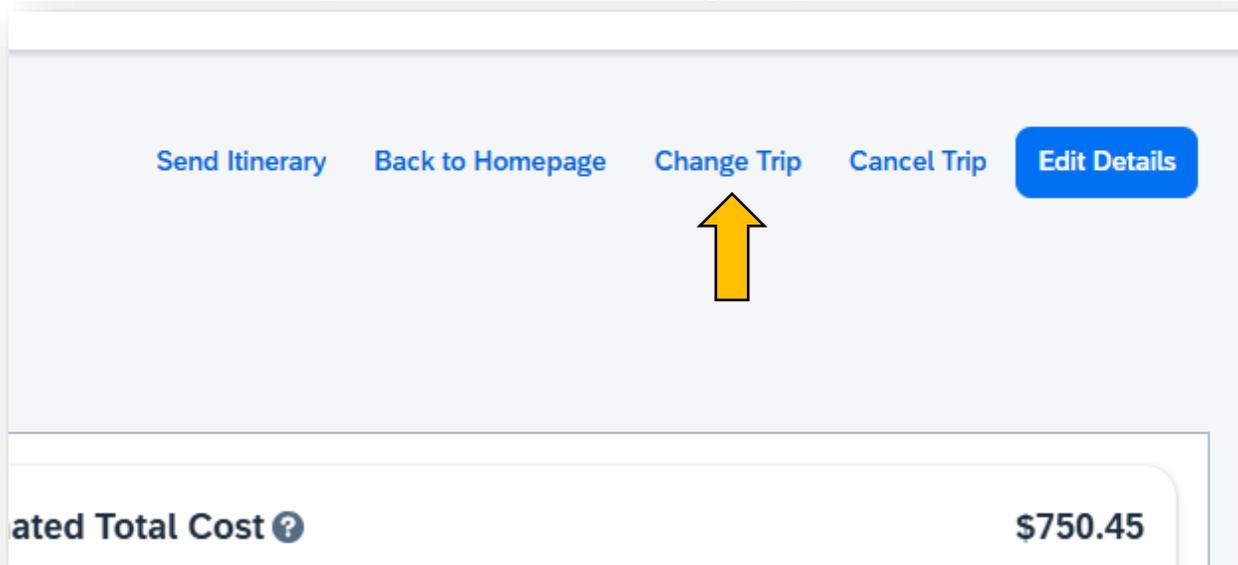
From the list of upcoming trips, click the trip name to select the reservation you wish to change.



Trip Name/Description	Status	Start Date	End Date	Action
Trip - New York (O - YJ)	Confirmed	12/09/2024	12/13/2024	Cancel Trip
Trip - Toronto (E - AF)	Ticketed	12/10/2024	12/10/2024	Cancel Trip

STEP 2: Begin the Change Process

From the itinerary view, click the “Change Trip” link.



Send Itinerary Back to Homepage **Change Trip** Cancel Trip Edit Details

Estimated Total Cost  \$750.45



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STEP 3: Search

In the Change Trip window, check the boxes next to the segments that you wish to change. Enter the new dates of travel, and time preferences (optional). Then click the “Continue” button.

Change Trip

Concur only allows changes to dates and time of flights, accommodation and car bookings. For any other changes, you may cancel and re-book or contact the supplier or your travel agency for assistance.

New Dates * ?

12/17/2024 - 12/18/2024

You may change the following. *

Flight

- New York City, NY (LGA) - Toronto, ON (YYZ)
December 10, 2024
- Toronto, ON (YYZ) - Newark, NJ (EWR)
December 10, 2024

Time Preferences

Click continue to search for alternative booking options. No changes will be made to your original booking until confirmed.

Cancel Continue





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STEP 4: Select New Departure Flight

Select your new departure flight from the search results. The difference in price will be shown above the “Select” button.

Change Flights Cancel Change

Current Flights

Carrier	Date	Flight	Class	Duration	Price
United Airlines	12/10/2024	1:35 PM LGA - 3:19 PM YYZ	Business	1h 44m	First Or Business
United Airlines	12/10/2024	9:10 PM YYZ - 10:50 PM EWR	Business	1h 40m	First Or Business \$750.45

8:45 AM - 10:29 AM Nonstop 1h 44m
United Airlines
LGA - YYZ

8:45 AM • LaGuardia Airport
United Airlines UA 8469
Operated by Air Canada
Duration: 1h 44m
[Preview Seat map](#)

10:29 AM • Pearson International Airport

Business
First Or Business

- Cradle recliner
- 1 carry-on bag included
2 checked bags included
- Refund unknown
Advance changes unknown
- Priority boarding included
- 175kg CO₂e

Fare Difference
Multi-city
+\$0

[Select Fare](#)



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STEP 5: Select New Return Flight

Select your new return flight from the search results.

Change Flights

Current Flights

United Airlines	12/10/2024	1:35 PM LGA - 3:19 PM YYZ	Nonstop
United Airlines	12/10/2024	9:10 PM YYZ - 10:50 PM EWR	Nonstop

[All Filters](#) [Matrix](#) [Number of Stops](#) [Carriers](#) [Policy](#)

[More Preferred](#) 290kg CO₂e [First Or Business](#)

11:30 AM - 1:10 PM Nonstop 1h 40m

United Airlines

[YYZ - EWR](#)

↑ **11:30 AM** • Pearson International Airport
United Airlines UA 8664
Operated by Air Canada
Duration: 1h 40m
[Preview Seat map](#)

📍 **1:10 PM** • Newark Liberty International Airport

[More Preferred](#) 311kg CO₂e

Business

First Or Business

- Recliner seat
- 1 carry-on bag included
2 checked bags included
- Refund unknown
Advance changes unknown
- Priority boarding included
- 311kg CO₂e

Fare Difference
Multi-city
+\$0

[Fare Details](#) [Select Fare](#)





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STEP 6: Review and Confirm

The Review and Change display will show a comparison of the current and new itineraries, as well as a price comparison of each. To complete the change, check the box indicating that you have read the airfare rules, and click the “Confirm Change” button. To keep the current itinerary and disregard any changes, click the “Cancel Change” link.

Travel | Trip Library | Tools

Changes will not be made until you click Confirm Change.

Review and Change

Flight Itinerary

Current Flights

United Airlines	12/10/2024	1:35 PM LGA - 3:19 PM YYZ	Nonstop	--	1h 44m	Business
United Airlines	12/10/2024	9:10 PM YYZ - 10:50 PM EWR	Nonstop	--	1h 40m	Business

New Flights

United Airlines	12/17/2024	8:45 AM LGA - 10:29 AM YYZ	Nonstop	Select Seats	1h 44m	Business
United Airlines	12/18/2024	11:30 AM YYZ - 1:10 PM EWR	Nonstop	Select Seats	1h 40m	Business

[View Flight and Fare Details](#)

Estimated Cost of Change

\$0.00

Flight ^

Current

Original Base Fare	\$625.20
Taxes, Fees & Charges	\$125.25

New

Base Fare	\$518.00
Taxes, Fees & Charges	\$117.21
Retained Amount (non refundable)	\$115.24

Rates are quoted in USD.

Any credits or charges will be applied to the original form of payment.

I have read and accept the rules & restrictions and policies. *

[Confirm Change](#)

[Cancel Change](#)

Baggage Allowance

Review the baggage conditions and rules.

New York City, NY (LGA) - Toronto, ON (YYZ)

Business



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STEP 7: Finalize

Follow the prompts to finalize the change process.



NEED HELP?

Contact the World Travel, Inc. Online Support Team

(800) 221-4730

onlinehelp@worldtravelinc.com