



Changing Reservations

If you made your reservation online via E2 and the reservation has not been ticketed, you can change or cancel the reservation online (except rail reservations). For other changes, including rail reservations and after ticketing, contact your Travel Management Center (TMC).

NOTE: Making reservation changes may impact any TMC fees for the booking.

Process Overview

Determine which of the following scenarios addresses your situation, and then follow those instructions.

Your Reservation Does Not Have an Authorization

1. Click **Show Held Reservation** on the My E2 **Trips** tab, or select *Show Held Reservations* from the **Start a Travel Document** list on the My E2 **At a Glance** tab.
2. Locate the reservation in the list, and then click **Change**.



Figure 1: Held Reservations — Change link

3. Follow the steps in the [Making Reservations Changes](#) section.
4. When you return to E2, you will be prompted to create an authorization from the changed reservation or save it for later use.



Figure 2: Create Authorization or Save for Later window

Your Authorization Has Not Been Submitted for Approval

1. Locate the trip on the My E2 **Trips** tab.
2. Click the **Show** link to access the **Authorization** tab and workflow.



Figure 3: My E2 Trips – Show link

3. Click the **Reservation** step and locate the reservation you want to change.

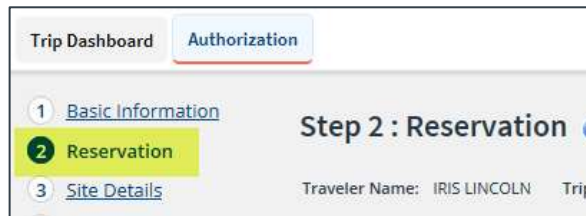


Figure 4: Authorization – Reservation step

4. Click **Change Existing Reservation** for your flight, car, or hotel.



Figure 5: Authorization Reservation — Change Existing Reservation links

5. Follow the steps in the [Making Reservation Changes](#) section.
6. Complete the authorization and submit it for approval.

Cancel the Reservation, but Do Not Cancel the Trip

1. Locate the trip on the My E2 **Trips** tab.
2. Click the **Show** link to access the **Authorization** tab and workflow.
3. Click the **Reservation** step.
4. Click the **Manage Trip Reservations** link.



Figure 6: Authorization Reservation — Manage Trip Reservations link

5. Locate and select the reservation in the list, and then click **Cancel**. The reservation is canceled and removed from the authorization.

Remove the Reservation from an Authorization, but Hold It for a Future Trip

1. Locate the trip on the My E2 **Trips** tab.
2. Click the **Show** link to access the **Authorization** tab and workflow.

3. Click the **Reservation** step.
4. Click the **Manage Trip Reservations** link.
5. Locate and select the reservation in the list, and then click **Move**. The reservation is removed from the authorization and placed in your Held Reservations list.



Figure 7: Manage Trip Reservations – Move and Cancel links

Your Authorization Has a Status of Pending Approval

1. Locate the trip on the My E2 Trips tab.
2. Click the **Show** link to access the **Authorization** tab and workflow.
3. Click the **Summary** step.
4. Click the **Recall** button, and then click **Confirm** to continue.

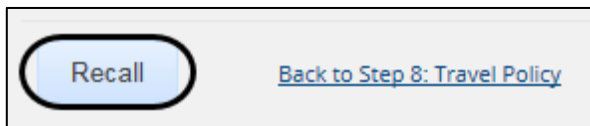


Figure 8: Authorization — Recall button

5. Return to the Reservation step and click **Change Existing Reservation** for your flight, car, or hotel.
6. Follow the steps in the [Making Reservation Changes](#) section.

Your Authorization Has Been Approved

When an authorization has been approved, you must amend the authorization before you can change the reservation.

1. Click **Amend Authorization** on the Trip Dashboard.
2. Click the **Reservation** step and locate the reservation you want to change.
3. Click **Change Existing Reservation** for your flight, car, or hotel.
4. Follow the steps in the [Making Reservation Changes](#) section.
5. Complete the workflow and submit the amended authorization for approval.

TIP: If your authorization is approved and you want to cancel the trip, click the **Cancel Trip** link in the Extras section on the Trip Dashboard. You will have the option to cancel the reservation or retain it for later use. (See UG90 – Taking Other Trip Actions for more detailed information.)

Making Reservation Changes

1. On the Record Lookup page, find the trip component you want to change in the "Trip details" section.
2. Click the **Change this...** button to begin the change process for that component. (Click **Add to this trip** in the "Trip actions" section to add a new trip component.)

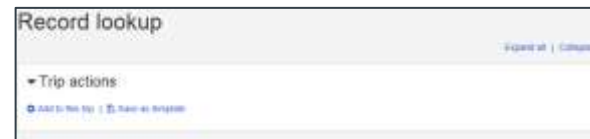


Figure 9: E2 Online Booking Tool — Record Lookup page



Figure 10: E2 Online Booking Tool — Change This Flight button



Figure 11: E2 Online Booking Tool — Change This Hotel button



Figure 12: E2 Online Booking Tool — Change This Car button

3. Follow the workflow to make changes or select new trip components.
4. On the Trip Review and Checkout page, you can select additional trip components to change, add, or remove. Look for the **Add to this trip**, **Change**, and **Remove** buttons on the right side of the page.
5. After making and reviewing your changes, click **Confirm Changes** at the bottom of the Trip Review and Checkout page.



Figure 13: E2 Online Booking Tool — Confirm Changes button

Other Situations

- If you did not make your reservations online with E2, contact your TMC to make changes. Click the **Travel Agent Assistance** link in the Other Actions section of any page in the authorization workflow.
- If your reservations have been ticketed, call your TMC for assistance.

WARNING: NEVER use the **Edit Travel Preferences** link in your E2 profile to make changes to an existing reservation.

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