



Change Your Travel Reservations via Concur – Restrictions

You can change travel reservations made in Concur. There are, however, many restrictions. Concur will not allow you to change your travel reservation if:

If you have already checked-in, you cannot change your reservation via Concur. You need to contact Pat M during ADA business hours or call Fox @ 844.319.2892 if before/after ADA business hours.

If you are changing your reservation for personal reasons, you need to contact Pat M during business hours or call your airline and provide a personal credit card. If calling an airline and it is not the same day as you are traveling, they will refer you back to Fox. Contact Pat M.

If you have already used a portion of your ticket, you must contact Pat during business hours or contact Fox after hours.

If you are traveling on two different airlines, you must contact Pat during business hours or contact Fox after hours.

If your reservation has more than one traveler, you must contact Pat during business hours or contact Fox after hours.

If your reservation has more than 4 flights, you must contact Pat during business hours or contact Fox after hours.

If one or more of your flights have been upgraded, you must contact Pat during business hours or contact Fox after hours.

If a schedule change has occurred on any of your flights (flight number / time / routing) you must contact Pat during business hours or Fox after hours.

If your ticket was previously exchanged (you changed your trip previously, or a future use credit had been applied), you must contact Pat during business hours or Fox after hours.

If Concur will not allow you to make a change, then you must contact Pat during business hours or Fox after hours.

Concur Change Process

- **Sign-in to Concur**
- **Access your trip library (left side)**

- Find the travel reservation that you want to change and open it.
- Scroll down to the reservations area:

Wednesday, December 06, 2023



Flight Houston, TX (HOU) to Chicago, IL (MDW)

[Change](#)

Southwest 427

Departure: 07:50 AM

Houston William P. Hobby Airport (HOU)
Duration: 2 hours, 25 minutes
Nonstop

Confirmation: 467JIL

Status: **Confirmed**
Air Frequent Flyer Number: WN-
20010246502

Seat: No seat

Arrival: 10:15 AM

Chicago Midway Intl Airport (MDW)

Additional Details

Aircraft: Boeing 737 MAX 8
E-Ticket

Distance: 937 miles

Cabin: WANNA GET AWAY PLUS (Z)

Click on CHANGE (right side). Concur will either allow you to change the reservation or it will not. Contact Pat M if Concur will not allow the change.

If Concur allows the change, it will take you to the flight selection screen for the flight you want to change.

You then follow all prompts (as usual) until you reach the FINISHED screen.

You will receive an updated confirmation from Fox World Travel shortly thereafter. If not, contact Pat.

Updated: October 30, 2023