



Fact Sheet 14 – Amending or cancelling a trip booking

Amending or cancelling a trip booking using the web portal

1. Log on to the web portal. The **New Bookings** screen displays.
2. Go to **Bookings Tab** and navigate using the date-range selector to find the booking you wish to amend or cancel.
3. Click on the **Booking No.** to display the details of the booking.

Booking No.	PU Time	Status	Reference	Cost Code	Passenger	Start Location	End Location	Vehicle Type	Service Type	Flight	Flight Time	Driver
002414	30/06/2019 13:00	CONFIRMED			25 - Mr Joe Brown	Sydney Opera House, Bennelong Point, Sydney NSW 2000, Australia	CPO Sydney - CPO, 1 Bligh Street, Sydney NSW, Australia	Sedan	COMCAR			

 Amendments can only be made using the web portal or mobile app if the pick-up time is more than an hour in the future. You will get a warning if you are unable to amend the booking.

4. Click on **Edit Booking** or **Cancel Booking**.

Booking 002414
CONFIRMED

Pick Up @30/06/2019 13:00 for 5 mins

- Sydney Opera House, Bennelong Point, Sydney NSW 2000, Australia
- CPO Sydney - CPO, 1 Bligh Street, Sydney NSW, Australia
Basement Level 3. Driver to meet Pax in Foyer.

1 Adult
Sedan

[Edit Booking](#) | [Cancel Booking](#)

Show Map

Base Rate	116.00
Total Cost	116.00

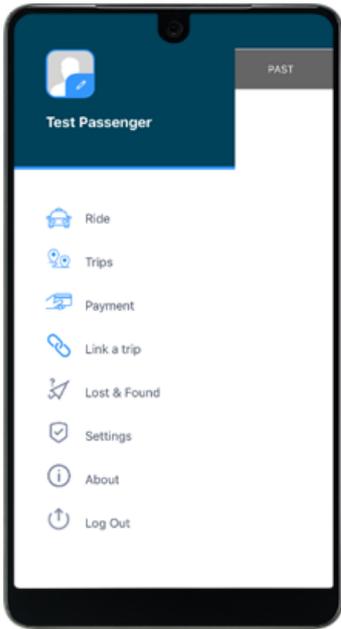
5. Amend your booking and click **Save**.



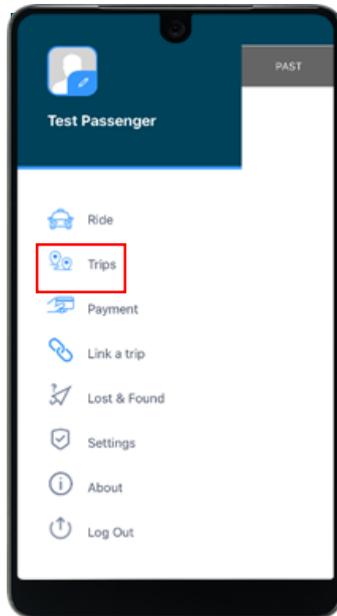


Amending a trip booking using the mobile app

1. Log on to mobile app. Click on the Menu 

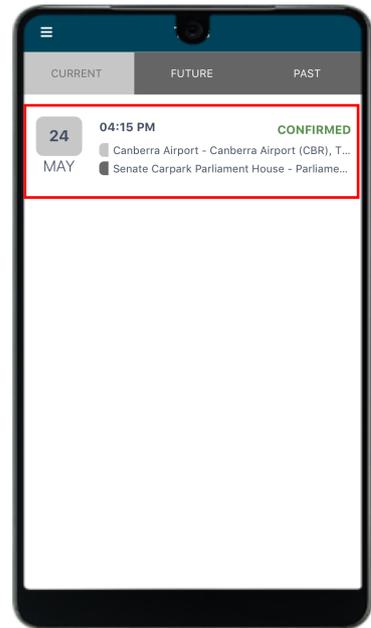


2. Select **Trips**

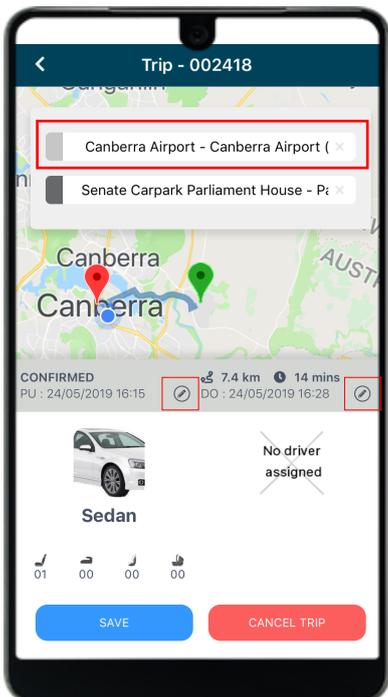


3. Find the trip you want to amend or cancel

Tip: For future trips, use the date-range selector to find trip you want to amend or cancel.



5. Amend the trip and **Save**.



Tip: To change the pick-up or drop location type new details.

To change the date and/or time click on the  icon.

6. If you select **CANCEL TRIP** an alert will display.

