To cancel reservation/flights using Certify:

Logon to Certify [https://travel.csueastbay.edu/](https://travel.csueastbay.edu/)

1. Click on **Travel Tab**
2. Click on **Search & Book Travel**
3. Click on **MY TRIPS**
   - From the list view, select **DETAILS**, choosing the reservation/flight to be cancelled.
4. Double check that this is the reservation/flight you wish to cancel, then click **CANCEL**.
5. Click **CANCEL SELECTED ITEM(S)**. This cannot be undone.

A message will display indicating the financial impact of canceling the reservation per the vendor’s cancellation policy.

If any University credit card expense associated with your booked travel is still in your wallet, please submit an Expense Report Claim within 5 business days to clear the transactions. These will be identifiable by a credit card icon.

1. Click on Certify – **Travel and Expense Report Tab**.
2. Create and submit a **New Expense Report**.

Process an Expense Report Claim for any costs associated with the cancelled trip(s), submitting within 5 business days of cancellation.