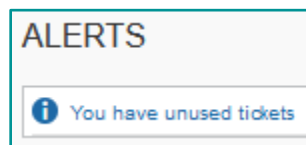




## Use Airfare Credits

When trips are booked and cancelled through Concur or CTM any resulting unused ticket credits are held by CTM. Users can view available credits on the traveler's Concur homepage dashboard under Alerts, on the profile under Unused Tickets, and under Travel Alerts on the Travel dashboard. Clicking "You have unused tickets" provides the credit information including expiration date.



UnusedTickets				
Carrier	Ticket Number	Credit	Expiration Date	Notes
	7390100898	\$452.97	08/14/2020	28CF

Applying to traveler that holds the credit (one of two ways)

1. Indicate in the "Comments for the Travel Agent" box on the Trip Booking Information screen that CTM should apply the credit
  - a. The comment must include the unused ticket number and amount
  - b. Example, "Please apply unused ticket number 0270000000000 in the amount of \$500.00 towards the purchase of this ticket"
2. Call CTM directly to book the flight and provide the credit information

In some instances, CTM can use the credit from one traveler for another. The credit transfer policies are set by each airline and vary based on their defined guidelines at the time. We recommend reaching out to CTM with questions regarding using the credits for a different traveler. They can let you know if the airline allows the use of a credit in another traveler's name as well as the cost of that transfer.

Applying to another traveler

1. Same two options for applying credit
  - a. Instructions in 1.a must include the name of the traveler who has the credit
  - b. Example, "Please apply John Smith's unused ticket number 0270000000000 in the amount of \$500.00 towards the purchase of this ticket"
2. Alert the Card Administrator that an airfare expense needs movement from one Concur account to another
  - a. Email Subject: Move Agency Card Charge
  - b. Email Body: Name of user whose account holds the airfare expense, amount and transaction date of the expense (to ensure the correct expense is moved), and name of the traveler who used the credit
3. Fees associated with the credit transfer are paid by the original traveler's funding through a Report on their Concur account (

**Important:** See the "Expense Cancelled Travel" handout for information on managing charges associated with a cancelled trip.