



## Ticket Credit Used by a Different Traveler

If an unused ticket credit from one traveler is used for another, the originating department is responsible for paying any airline exchange/change fees or lost residual credit value. This ensures that the department using an unused ticket credit is not financially impacted more than the cost of their purchased ticket.

Once the unused ticket credit from one traveler is applied to another traveler, the original airfare expense is transferred by the Systems Office to the new traveler's Concur account. The traveler or their delegate will need to include this airfare expense on the [expense] Report for the new associated trip. The value of the booking is charged to the new trip's funding source and any additional costs are charged to the originating department.

For example, the value of the unused ticket credit is \$400.00, and the amount of the new booking that used the credit is \$380.00. This leaves \$20.00 as a lost residual credit value. Additionally, the airline charged a \$100.00 name change fee. The department that used the ticket is responsible for \$380.00, and the originating department is responsible for \$120.00. (As opposed to the full \$400.00 if the credit expires before any amount is used.)

### Completing the Expense Report for the New Trip

1. Add the original airfare expense to the Report
2. Check the airfare receipt to see if there is any lost residual credit value (less than \$100 remaining) or any exchange/change fees associated with the credit transfer
3. Allocate these costs to the originating department

If the cost requires a different account code than what is assigned to the Report,

1. Itemize the airfare expense to separate the amount to charge the originating department
2. Update the Trip Purpose, Trip Type, and Traveler Type to assign the correct account code to that portion of the expense
3. Allocate this itemization to the originating department
4. The portion to charge the new trip should not require changes or additional allocations

**Note:** Work with your department travel coordinator and/or campus central travel finance office to determine what funding to use for the originating department.