

Travel Incorporated - Unused Ticket Process

Travel Incorporated evaluates the carrier, fare and refundability of a new reservation against the profiled traveler's unused tickets on file. This check and application process has been programmed into our automation for online bookings to make the best use of unused tickets. Should a company want its travelers to control whether unused tickets should be checked per trip, the company can contract with Travel Incorporated to customize this process for them.

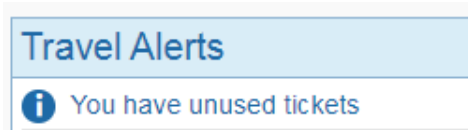
Unused Tickets Synced To Concur

Travel Incorporated syncs unused tickets to Concur so that travelers may consider them when shopping and selecting fares. Please note, unused tickets are not applied by Concur Travel during the booking process but by Travel Incorporated's online automation.




How Unused Tickets Display In Concur Travel

Unused tickets appear in 3 areas of the Concur Travel workflow.

- 1) The 'Travel Alerts' section of the home page.



The user clicks on 'You have unused tickets' and their available unused tickets will display.

UnusedTickets ✕				
Carrier	Ticket Number	Credit	Expiration Date	Notes
American Airlines 	1234567890	\$500.00	07/01/2022	Full eTicket credit - will be applied automatically to next qualifying ticket
 DELTA	1234567890	\$400.00	08/01/2022	Partial eTicket credit - value is an estimate, original routing generally required for reuse
UNITED 	1234567890	\$300.00	09/01/2022	Full eTicket credit - will be applied automatically to next qualifying ticket

- 2) The [Unused tickets available](#) link appears twice within the booking flow, first during the **Fare Results Matrix** in the bottom left corner with the total number of unused tickets. Carrier totals display in the bottom row.

All 55 results	Southwest	American Airlines	Delta	United	Spirit Airlines
	Most Preferred	Preferred	Less Preferred		
Nonstop 6 results	—	1 results	2 results	2 results	1 results
1 stop 49 results	1 results	23 results	24 results	—	1 results
Unused tickets available 3 tickets	—	1 tickets	1 tickets	1 tickets	—

- 3) The second location where you travelers will see the [Unused tickets available](#) link appears in the selected **Fare Display** located on the bottom left corner.

07:30a ATL → 08:30a ORD Nonstop 2h 00m \$236.79

05:15p ORD → 08:10p ATL Nonstop 1h 55m

[Hide Fares](#)

Less Preferred Airline for Genesco [Hide all details](#)

DEPART ✕ Mon, Nov 8 – Atlanta, GA to Chicago, IL [Hide details](#)

Mon, Nov 8 07:30a ATL → 08:30a ORD 2h 00m Delta 2371 [View seats](#)
Airbus Industrie A320-100/200

RETURN ✕ Wed, Nov 10 – Chicago, IL to Atlanta, GA [Hide details](#)

Wed, Nov 10 05:15p ORD → 08:10p ATL 1h 55m Delta 1466 [View seats](#)
Airbus Industrie A320-100/200

Fare Options	Free Checked Bags	Refundable		Price
Main Cabin (T, L) Rules Benefits/Services	0	No		\$236.79
Refundable Main Cabin (T, L) Rules	View: Delta	Yes <small>Fees may apply</small>		\$321.80
Comfort Plus (W) Rules Benefits/Services	0	No		\$341.80
Refundable Delta Comfort Plus (W) Rules	View: Delta	Yes <small>Fees may apply</small>		\$441.79

[Unused tickets available](#)

Worldspan

When Unused Tickets Are Not Checked by the Auto-ticketing Script10

Travel Incorporated's online automation will not check for unused tickets if:

- The rule class name or trip purpose is "Personal", "Personal Trip", "Leisure", "Leisure Trip" OR
- Company customization exists and the user has indicated not to check for unused tickets.

Unused Ticket Check and Usage

Our online automation will check for applicable unused tickets for the traveler. If an unused ticket is successfully applied to the fare then Travel Incorporated will auto-ticket the new reservation and the unused ticket will be marked as exchanged. The next time the traveler's unused tickets are synced to Concur, it will not be included nor appear in the 3 locations previously mentioned in Concur Travel.

There are instances when agent assistance is required to apply the unused ticket due to the original ticket rules or when applying unused tickets to a trip that has multiple fares (split tickets). Travel Incorporated's online automation will route those bookings to our fulfillment agent specialists for processing.

Agent Booked Reservations

Travel Incorporated agents routinely check for unused tickets when making new reservations for our customers. Unused funds known as MCOs (Miscellaneous Charge Order) represent residual funds from a previous exchange. Customers can contact a Travel Incorporated agent for assistance in applying these funds to their new reservation. MCOs have an expiration date and must be applied to a new reservation before expiring.