

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 \$100.00. 11Tp63(e)2.2(fi)-298(o)2(r \$i)-2.11