

Unused Ticket Credit - Management -User Instructions-

On a monthly basis, if the agency has a balance of Unused Tickets, the subscribed travel unit contacts (Travel Manager/Travel Coordinator) will receive an automated email from CalTravelStore. The email will include a spreadsheet attachment with the complete list of all Unused Ticket Credits (UTC), for all airlines, the agency must use before they expire.

[SAMPLE EMAIL]

The screenshot shows an Outlook email window. The subject line is 'CAL1004 Department of General Services Unused Tickets'. The 'To' field contains 'Names of all who are subscribed to receive this report on a monthly basis'. A red box highlights this text. Below the 'To' field, a note says 'If there are problems with how this message is displayed, click here to view it in a web browser.' and 'We could not verify the identity of the sender. Click here to learn more.' The date 'Mon 10/18/2021 5:03 AM' is shown. An attachment 'CAL1004_Department_of_General_Services_Unused_Tickets_UAB_Oct182021_080232.xlsx' (31 KB) is listed. A yellow banner at the bottom of the email body reads 'CAUTION: This email originated from a NON-State email address. Do not click links or open attachments unless you are certain of the sender's authenticity.' The message body text is: 'Please find attached the following report: CAL1004 Department of General Services Unused Tickets Report generated on October 18, 2021'. A red circle highlights the date. The signature 'Thank you' is at the bottom.

To subscribe to the monthly 'Unused Tickets' report, please email statewidetravelprogram@dgs.ca.gov and cc the agency's current Travel Manager/Manager Contact on file with the Statewide Travel Program. Subscribers should be limited to only Travel Manager/Manager Contact, Travel Coordinators and any Accounting staff that manages travel tasks. Agency staff that is not tasked with managing UTC's should not have access to this report.

If you are subscribed to receive the monthly 'Unused Tickets' report but did not receive it on the 18th of the month, it is likely the agency does not have any UTCs to report that month. Please check a previous report to assess the UTC's available for use, then log into Grasp to confirm that UTC was used to purchase a future flight (see page 5 of 5).

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[SAMPLE UNUSED TICKETS REPORT]



SAMPLE

Unused Ticket Report											CALXXXX DEPARTMENT NAME			Verified on: 13-Oct-21		Next Verification Scan on: 20-Oct-21		
Type	Passenger Name		Company Number	PNR	Ticket Number	Airline	Issued On	Estimated Remaining Value	Segments	Invoice #	Expiry Date	Days Remaining						
E-Ticket	LAST NAME/FIRST NAME		CALXXXX	ABCDEF	1234567891234	AA	11-Aug-19	446.60	All Open	3511030	31-Dec-21	60						
E-Ticket	LAST NAME/FIRST NAME		CALXXXX	ABCDEF	1234567891234	AS	29-Jan-20	176.80	All Open	3728899	11-Mar-22	130						
E-Ticket	LAST NAME/FIRST NAME		CALXXXX	ABCDEF	1234567891234	UA	9-Mar-20	576.80	All Open	3787994	27-Mar-22	146						
E-Ticket	LAST NAME/FIRST NAME		CALXXXX	ABCDEF	1234567891234	DL	9-Mar-20	438.79	All Open	3787274	27-Mar-22	146						
E-Ticket	LAST NAME/FIRST NAME		CALXXXX	ABCDEF	1234567891234	WN	6-Oct-21	316.79	All Open	3942699	6-Oct-22	339						
Code Airline Total Tickets Value																		
WN	SOUTHWEST AIRLINES	1						\$316.79										
DL	DELTA AIR LINES	1						\$438.79										
UA	UNITED AIRLINES	1						\$576.80										
AS	ALASKA AIRLINES	1						\$176.80										
AA	AMERICAN AIRLINES	1						\$446.60										
Total :		5						\$1,955.78										

This report provides the agency with the complete list of UTC's on file that must be used by the Expiry Date. If the UTC is not used, the funds will be forfeited to the respective airline or may remain on the report perpetually.

1. Sort report by Expiry Date*
2. Contact each named passenger with a UTC:
 - a. If the passenger states they plan to use the UTC prior to the Expiry Date, monitor that UTC each month to ensure it is, in fact, used by the Expiry Date.
 - i. To use the UTC's, the traveler or travel liaison must call a CalTravelStore - Travel Agent (877-454-8785) to book a future flight on the same airline as the UTC. *Reminder, the traveler or travel liaison must provide the Travel Agent with the UTC details so they may apply the UTC to the future flight.*
 - b. If the named passenger will *not* be using the credit (i.e., Retired, transferred out of the department, etc., please email to inquire what options are available for that UTC:
 - i. CalTravelStore at unusedtickets@caltravelstore.com and cc Letty Santana (letty.santana@dgs.ca.gov) to request available options.
 - ii. CalTravelStore will reply within 5 business days with available options. **MUST EMAIL BOTH CalTravelStore and Letty Santana for a response.**
 - c. If the named passenger will *not* be using the credit (i.e., Retired, transferred out of the department, etc., and there are no available options to transfer the UTC, please email to request the UTC be manually removed from future reports.
 - i. CalTravelStore at unusedtickets@caltravelstore.com and cc Letty Santana (letty.santana@dgs.ca.gov). **MUST EMAIL BOTH CalTravelStore and Letty Santana.**

Effective July 28, 2022, Southwest Airlines eliminated the expiration date on all Southwest flight credits unexpired on or created on or after July 28, 2022. A flight credit with an expiration date on or before July 27, 2022 has expired in accordance with its existing expiration date.

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Concur – Unused Ticket Credits displayed

Travelers can view their UTC's for all airlines in Concur by logging into their Concur account, accessing their Profile and scrolling down to the Unused Ticket section. If blank, the traveler does not have a UTC to use. If a UTC appears, the traveler must be informed to use the UTC before the listed Expiry Date.

The screenshot shows the 'Unused Tickets' section of a Concur profile. At the top, there is a header for 'Advantage Programs' with a link to 'Add a Program'. Below this, a section for 'Traveler's Advantage Programs for Travel Discounts' shows a message 'No programs defined'. The 'Unused Tickets' section is highlighted with a yellow background. It contains a 'TSA Secure Flight' section with a note about TSA requirements and a link to 'Go to top'. Below this are fields for 'Gender [Required]', 'Date of Birth (mm/dd/yyyy) [Required]', 'DHS Redress No.', 'TSA Pre✓', and 'Known Traveler Number'. There are also buttons for 'Add a Program', 'Add a Passport', and 'Add a Visa'. The 'International Travel: Passports and Visas' section is also visible.

To use any UTC, the traveler or travel liaison must call a CalTravelStore Travel Agent (877-454-8785) to book a future flight on the same airline as the UTC. Reminder, the traveler or travel liaison must provide the Travel Agent with the UTC details so they may apply the UTC to the future flight.

Once used, CalTravelStore will remove the used UTC from the travelers Concur profile within 5-7 business days.,

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CalTravelStore email communications to named passengers

When a ticket is canceled in Concur or with a CalTravelStore travel agent, the named traveler/passenger and the 'Assistants and Travel Arrangers' listed in their Concur profile, will be sent four (4) notifications regarding the UTC until its used.

Below is an example of the first email the named traveler/passenger and the 'Assistants and Travel Arrangers' can expect to receive.

If the UTC remains unused the same email will be sent 90 days before the Expiration Date, 60 days before the Expiration Date and 30 days before the Expiration Date (total of four (4) email notifications).

The notifications will cease once the UTC is either used or when it expires.

If a UTC displays an Expiration Date of 12/31/2040 or if that field is blank, the UTC will not expire and will remain on all monthly UTC reports until its used. If the named passenger will not be using the credit (i.e., Retired, transferred out of the department, etc., and there are no available options to transfer the UTC, please email to request the UTC be manually removed from future reports.

1. CalTravelStore at unusedtickets@caltravelstore.com and cc Letty Santana (letty.santana@dgs.ca.gov). **MUST EMAIL BOTH CalTravelStore and Letty Santana.**

 **TRAVELSTORE®**
WE'VE BEEN WHERE YOU WANT TO GO

707 3rd Street 3rd Floor- MS600, West Sacramento, CA 95605 877-454-8785

Please do not reply to this email address as it may not be monitored.
To unsubscribe from these notifications, please [click here](#).

According to our records there is an outstanding airline ticket/credit that may be available for use toward the purchase of a new ticket, subject to confirmation from your travel advisor. Please note that the value remaining on unused ticket/credit number 0017487595357 (see details below) will expire in 60 days.

Ticket Number:	12345678912345
Passenger:	LAST NAME / FIRST NAME
Account Number:	CALXXXX
Company Name:	
PNR Locator:	ABCDEF
Airline:	AA
Invoice Number:	1234567
Agent Initials:	OT
Original Air Fare Value:	278.80 *
Segments Open:	All Open
Expiration Date:	Jan 3, 2021 **

SAMPLE

* Original Air Fare value amount may not be the current value of the ticket/credit but is representative of the original fare paid. If a portion of the ticket/credit has been used (see Segments Open), the residual value must be determined by a TravelStore Inc. travel agent.

** Reservations must be confirmed, ticketed, and (in some cases) travel must be completed prior to the expiration date. Ticket may expire sooner than the expiration date listed due to prior exchange(s).

This is an automated message; please do not reply.

If you have any questions regarding your unused tickets or would like to apply them to future travel please be sure to contact your TravelStore travel consultant.

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Unused Ticket Credit – Audit & Track Use

[SAMPLE UNUSED TICKETS REPORT]



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• EST. 1975 •

*Note: PARTIAL credits are subject to each airline's terms and conditions, the actual remaining value must be verified by your agency.

Unused Ticket Report		CALXXXX DEPARTMENT NAME		Verified on: 13-Oct-21		Next Verification Scan on: 20-Oct-21					
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AS	ALASKA AIRLINES	1		\$176.80							
AA	AMERICAN AIRLINES	1		\$446.60							
Total :		5		\$1,955.78							

This report provides the agency with the complete list of UTC's on file that must be used by the Expiry Date or the funds will be forfeited to the respective airline. When a UTC is used or it expires it will no longer appear on the report. Therefore, it is the agencies' responsibility to track and verify each UTC that no longer appears on the report was used to book a future flight for state or local government business.

To track the UTC usage:

1. Open the current and previous months Unused Tickets report.
2. Compare reports and identify the passengers for the UTC's that appear on the previous months report but are now missing from the current months report.
3. Access each passengers Concur account.
4. Navigate to the Trip Library, search through each of the booked future flights and scroll to the 'Total Estimated Cost' section. There you will see if a UTC was applied to pay for all or a portion of the future flight.

TOTAL ESTIMATED COST	
Air:	Ticket Number: 5262129394275: Taxes and fees: Ticket Number: 5262134550911: Taxes and fees: Hotel: Total Estimated Cost:
	Air Total Price: \$128.52 USD \$38.24 USD \$182.65 USD \$42.30 USD \$391.71 USD \$250.00 USD \$641.71 USD
REMARKS	
SPARE TIME A MOMENT TO FILL OUT OUR CUSTOMER	