# Unused Ticket Credit - Management
-User Instructions-

On the 18th of each month, if an agency has a balance of Unused Ticket Credits (airline credits), the subscribed travel contacts (Manager Contact/Travel Coordinator/Accounting Contact) on file with the Statewide Travel Program (STP) will receive an automated "Unused Tickets" email from CalTravelStore. The email will contain a spreadsheet with a complete list of all Unused Ticket Credits (UTC) for all airlines. It is the responsibility of each agency travel contact to monitor and manage the monthly UTC report to ensure the airline credits are used before the listed "Expiry Date."

[SAMPLE EMAIL]
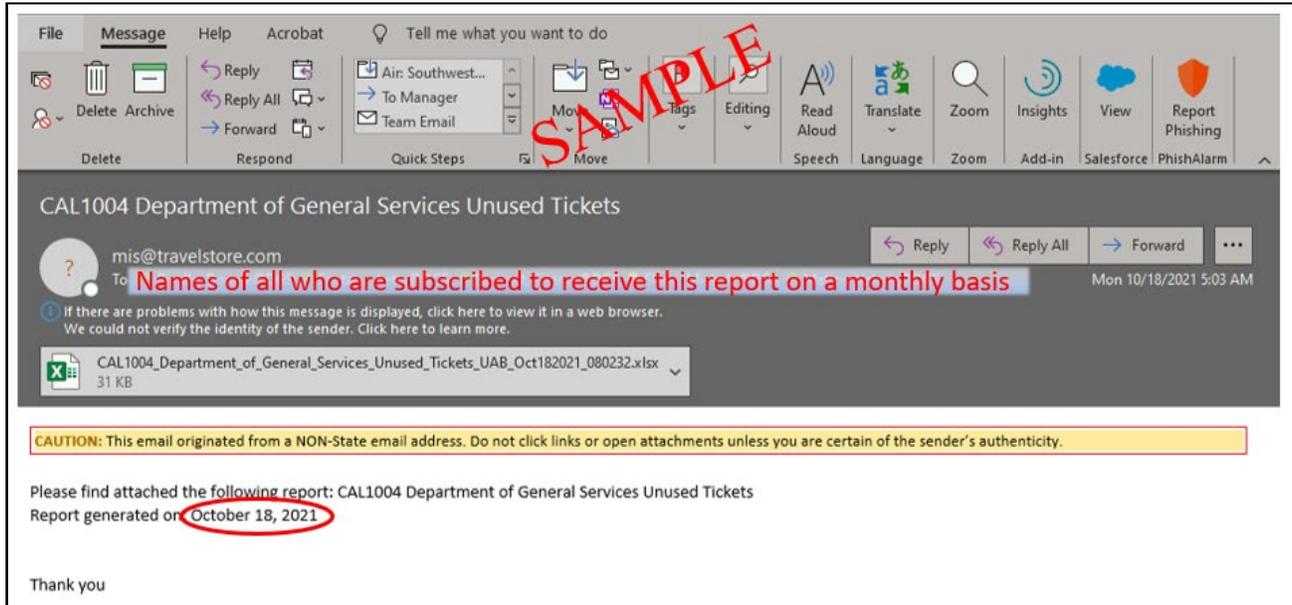
To subscribe to the monthly "Unused Tickets" report, please email StatewideTravelProgram@dgs.ca.gov and 'cc' the agency's current Travel Manager/Manager Contact on file with STP. Subscribers should be limited to only Travel Manager/Manager Contacts, Travel Coordinators and any Accounting staff that manage travel tasks. Agency staff that are not tasked with managing UTCs 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 your agency does not have any UTCs to report that month. If you are aware a UTC exists but did not receive the monthly UTC report, please email StatewideTravelProgram@dgs.ca.gov for assistance.

[SAMPLE "UNUSED TICKETS" REPORT]

Statewide Travel Program
STATE OF CALIFORNIA DEPARTMENT OF GENERAL SERVICES

SAMPLE

CALXXXX - DEPARTMENT OF XYZ

MCO	Traveler Name	Account Name	Account Number	PNR	Airline Number	Ticket	Airline	Airfare	Issued Date	Depart Date	Invoice #	Inserted Date	Expiry Date
N	LAST NAME/FIRST NAME	CALXXXX - DEPARTMENT OF XYZ	CALXXXX	ABCDEF	006	7505555555	Delta Air Lines	$100.00	03/09/2021	05/17/2021	1234567	09/22/2022	12/31/2023
N	LAST NAME/FIRST NAME	CALXXXX - DEPARTMENT OF XYZ	CALXXXX	ABCDEG	006	7505555554	Delta Air Lines	$150.00	03/09/2021	05/17/2021	1234568	09/22/2022	12/31/2023
Y	LAST NAME/FIRST NAME	CALXXXX - DEPARTMENT OF XYZ	CALXXXX	ABCDEH	016	8995555555	United Air Lines	$100.00	05/04/2022	05/15/2022	1234569	05/07/2022	04/11/2023
N	LAST NAME/FIRST NAME	CALXXXX - DEPARTMENT OF XYZ	CALXXXX	ABCDEI	526	7785555555	Southwest Airlines	$150.00	08/19/2022	09/14/2022	1234560	08/23/2022	12/31/2040
N	LAST NAME/FIRST NAME	CALXXXX - DEPARTMENT OF XYZ	CALXXXX	ABCDEJ	526	7785555554	Southwest Airlines	$150.00	03/16/2022	03/25/2022	1234561	03/25/2022	12/31/2040
N	LAST NAME/FIRST NAME	CALXXXX - DEPARTMENT OF XYZ	CALXXXX	ABCDEK	526	7785555553	Southwest Airlines	$150.00	10/10/2022	11/14/2022	1234562	11/10/2022	10/10/2023
Y	LAST NAME/FIRST NAME	CALXXXX - DEPARTMENT OF XYZ	CALXXXX	ABCDEL	526	7785555552	Southwest Airlines	$150.00	12/04/2022	12/15/2022	1234563	12/06/2022	12/04/2023
Y	LAST NAME/FIRST NAME	CALXXXX - DEPARTMENT OF XYZ	CALXXXX	ABCDEM	526	7785555551	Southwest Airlines	$150.00	01/05/2023	01/21/2023	1234564	02/07/2021	02/07/2022

Summary by Airline

Airline	Airline Name	Number of Tickets	Total Tickets Value
DL	Delta Air Lines	2	$ 250.00
WN	Southwest Airlines	5	$ 750.00
UA	United Airlines	1	$ 100.00
Total:		8	$1,100.00

Summary by Airline for tickets expiring in 30 days

Airline	Airline Name	Total < 30 days	Total Tickets Value
WN	Southwest Airlines	1	150
Total:		1	150

This report provides the agency with the complete list of UTCs and Miscellaneous Change Orders (MCOs) on file that must be used by the Expiry Date. If the UTC or MCO is not used by or before the Expiry Date, the funds will be forfeited to the respective airline.

Any agency that allows a UTC or MCO to expire, causing government funds to be forfeited to an airline, may be required to write the cost off as a loss of government funds. Please contact your agency's fiscal accounting department to inquire further.

"Unused Tickets" report - Columns Defined:

- MCO:
  - N (No) = a UTC generated from a flight that was booked, then canceled. Credit must be used to purchase a new flight before the Expiry Date by calling CalTravelStore - Travel Agent (877-454-8785).
  - Y (Yes) = MCO, this is generated from a flight that was booked, then changed. When there is a cost difference between the original ticket and the changed ticket, CalTravelStore generates an MCO.
    - *Note*: MCOs expire on the Expiry Date provided on the "Unused Tickets" report. An MCO must be used to purchase a new flight that must depart before the Expiry Date by calling CalTravelStore - Travel Agent (877-454-8785).
- TRAVELER NAME:
  - Last and First name of the named traveler the flight was purchased for.
- ACCOUNT NAME:
  - STP account number and agency name.
- ACCOUNT NUMBER:
  - STP account number for the agency.

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- PNR (PASSENGER NAME RECORD):
    - Booking reference number, also referred to as *Record Locator*.
- AIRLINE NUMBER:
    - Numeric code assigned to each airline.
        - Southwest Airlines: 526
        - Delta Airlines: 006
        - United Airlines: 016
        - American Airlines: 001
        - Alaska Airlines: 027
        - JetBlue: 279
- TICKET NUMBER:
    - The number assigned to the specific flight(s).
- AIRLINE:
    - Name of the airline the UTC belongs to. Reminder, a UTC can only be applied toward the purchase of a new flight on the same airline.
- ISSUED ON:
    - Date the original flight was purchased.
- ESTIMATED REMAINING VALUE:
    - The value of the UTC or MCO.
- INVOICE NUMBER:
    - This number may occasionally appear on the report. To find all invoice numbers, access the traveler's itinerary.
- EXPIRY DATE:
    - The date the UTC or MCO will expire. If the UTC or MCO is not applied to a new flight before that date, the funds expire and will be forfeited to the airline.
- DAYS BEFORE EXPIRY:
    - Days left until the UTC or MCO expires.

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Monthly - Unused Ticket Credit Management
Processes and Procedures

- Sort "Unused Tickets" report by "Expiry Date*."
- Contact the named traveler and their supervisor to inform them of the airline credit and inquire if they plan to use the credit before it expires or not.

NAMED TRAVELER WILL USE CREDIT

1. If the traveler plans to use the airline credit prior to the Expiry Date, the traveler or travel liaison must call a CalTravelStore Travel Agent (877-454-8785) to book a future flight.
2. Flights paid for with a UTC or MCO cannot be booked online in Concur. A Travel Agent must book the flight and manually change the method of payment to the UTC or MCO.
3. *Reminder*: The traveler or travel liaison must provide the Travel Agent with the airline credit details (First Name, Last Name, PNR, Ticket Number, Airline, Estimated Remaining Value) for the Travel Agent to apply the airline credit to the future flight.
4. Each month, monitor the UTC or MCO to ensure it is used by the Expiry Date.

NAMED TRAVELER WILL NOT USE CREDIT

1. If the traveler will *not* be using the credit (i.e., retired, transferred out of the agency, etc.), email CalTravelStore to inquire if the airline is offering any options in lieu of forfeiting the funds: Email CalTravelStore at unusedtickets@caltravelstore.com.
2. A CalTravelStore Travel Agent will reply within 5 business days with available options.

Effective July 28, 2022, Southwest Airlines eliminated the expiration date on all Southwest Airlines UTCs (Type: E-ticket). Note, this does not apply to Southwest Airlines - MCOs. Southwest Airlines MCOs expire on the Expiry Date listed on the "Unused Tickets" report.

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Concur – Unused Ticket Credits Displayed in Concur

Named travelers can view their UTCs for all airlines in Concur in three places.

Display #1:

The traveler must log into their Concur account. On the home page, under ALERTS, a notification will appear that indicates "*You have unused tickets*." The traveler can click the hyperlink and any available Unused Tickets will appear as a pop-up.
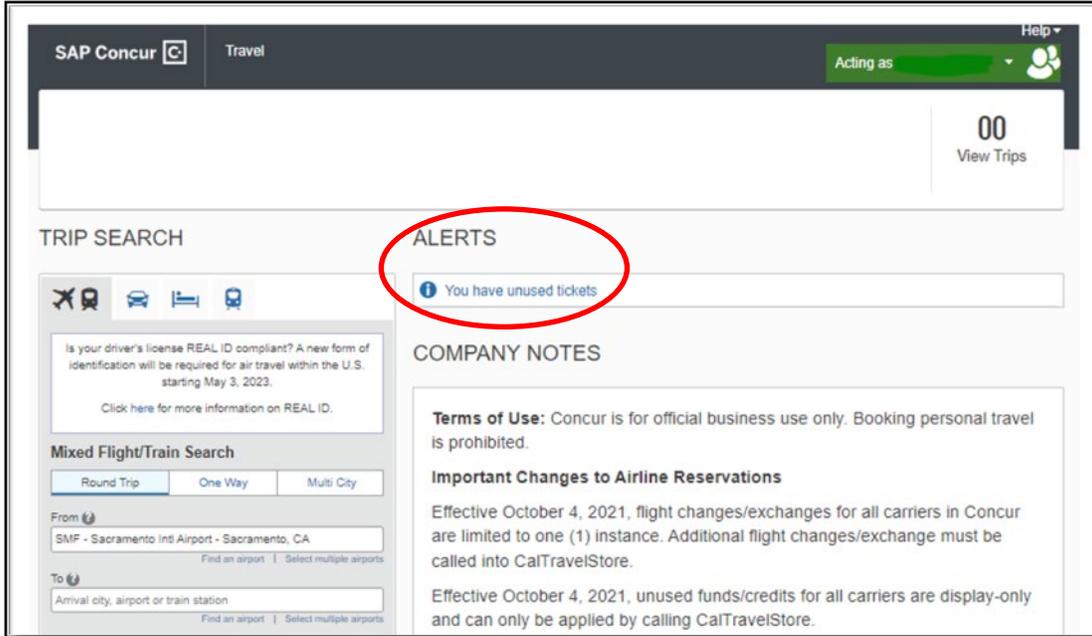
[Pop-up Unused Tickets]

Carrier	Ticket Number	Credit	Expiration Date	Notes
Southwest	76711.	$130.59	12/31/2040	RX0F

Display #2:

While logged into Concur, the traveler can also access their Profile and scroll down to the Unused Tickets section. If blank, the traveler does not have a UTC to use. If a UTC appears, the traveler must use the UTC before the listed "Expiration Date."
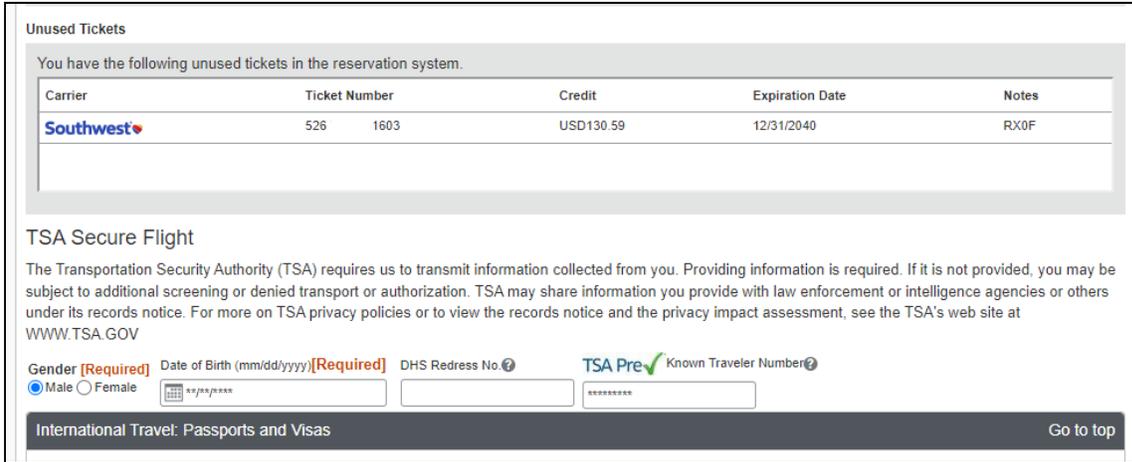
Display #3:

Travelers can view their available UTCs on the bottom row of the flight matrix.
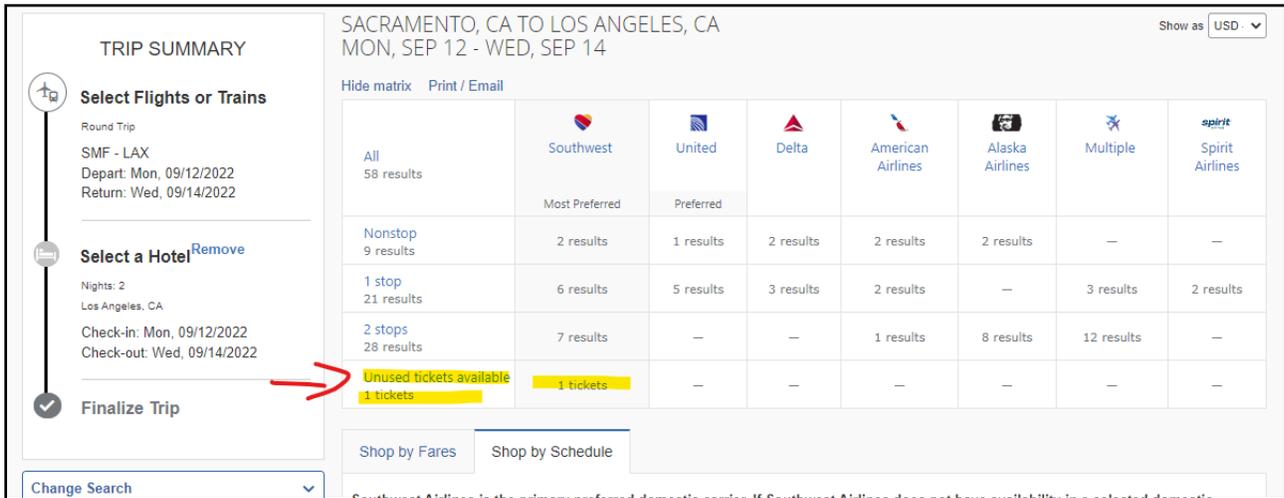
Note: MCOs do not appear in Concur. It is the responsibility of the Travel Coordinator to inform the named traveler of the available MCO.

To use any UTC or MCO, 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 or MCO. *Reminder*: The traveler or travel liaison must provide the Travel Agent with the UTC details to apply the UTC to the future flight.

Once used, CalTravelStore will remove the used UTC or MCO from the traveler's Concur profile within 5-7 business days.

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CalTravelStore Email Communications

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

Below is an example of the first email the named traveler 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 it expires.

If the named traveler 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 CalTravelStore to request the UTC be manually removed from future reports. Email CalTravelStore at unusedtickets@caltravelstore.com.

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]
The monthly "Unused Tickets" report provides the agency with a complete list of airline credits on file that must be used by the "Expiry Date." When an airline credit is used or it expires, it will no longer appear on the report in following and subsequent months. It is the agencies' responsibility to track and verify that each UTC/MCO was used to book a future flight for state or local government business.

Track Airline Credit Usage:

1. Option 1
   a. Open the current and previous months' "Unused Tickets" reports.
   b. Compare reports and identify the travelers for UTCs appearing on the previous month's report but are now missing from the current report.
   c. Access each named traveler's Concur account.
   d. 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.

2. Option 2
   a. Access the invoice for the new flight.
   b. On the upper left, the invoice will state "Exchange Ticket ####." The accounting line will reflect $0.00 or a smaller amount than the ticket total, if the new ticket is higher.