# Unused Ticket Credit - Management
-User Instructions-

On a monthly basis, if the organization 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 organization must use before they expire.

[SAMPLE EMAIL]
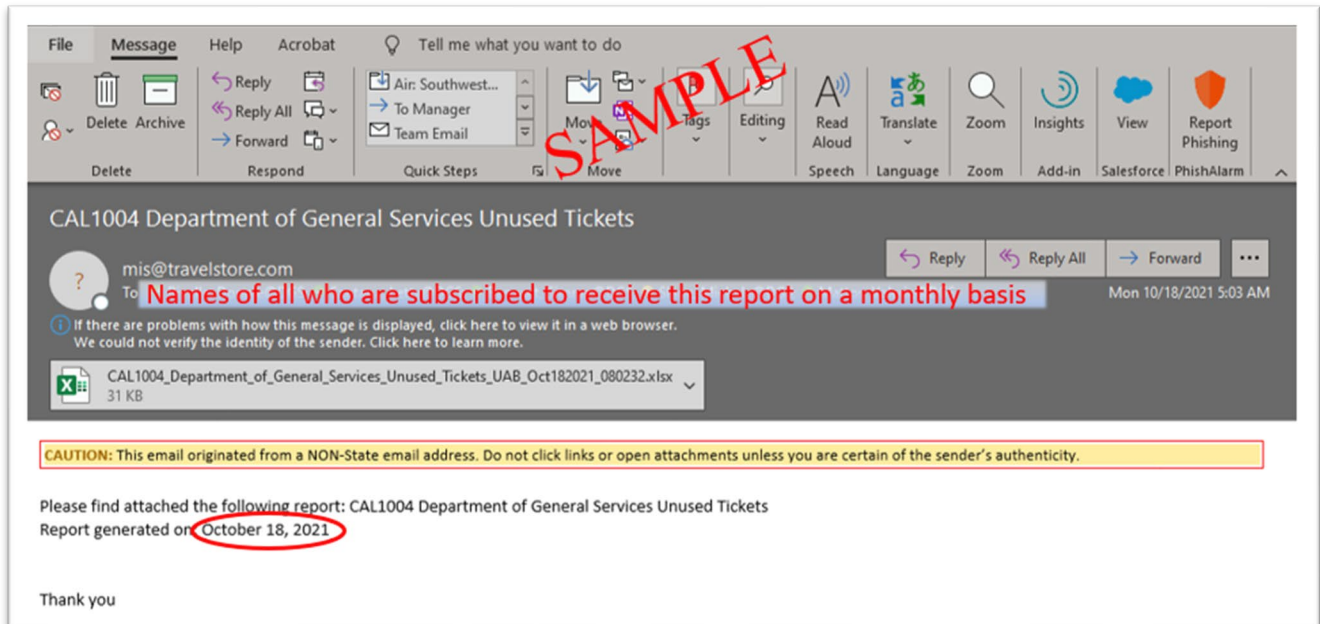
To subscribe to the monthly 'Unused Tickets' report, please email statewidetravelprogram@dgs.ca.gov and cc the organizations current Travel Manager/Manager Contact on file with the Statewide Travel Program. Subscribers should be limited to only Travel Manager/Manager Contact, Travel Coordinators and 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 organization 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.

[SAMPLE UNUSED TICKETS REPORT]

This report provides the organization 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.

1. Sort report by Expiry Date
2. contact each named passenger with a UTC
   a. If the passenger states they do plan to use the UTC, please monitor that UTC to ensure its used before the expiration date.
   b. If the passenger will not be using the credit because they have retired, transferred out of the department or their previous travel plans will not be rescheduled, etc., please email:
      i. Laura Wilson (laura.w@caltravelstore.com) & Becky Gallagher (becky.g@caltravelstore.com), and cc Letty Santana (letty.santana@dgs.ca.gov) to request options to refund or to transfer the UTC value. MUST EMAIL ALL THREE CONTACTS.
3. 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, paid for all or in part with 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.

   Note: Any future flights purchased and paid for with a UTC must depart ('be flown') prior to the Expiry Date.

4. If a UTC that appeared on the report the previous month but does not appear on the report for the current month, you must verify that the UTC was used to book a future business flight in Concur or with CalTravelStore by accessing the named passengers flight bookings.

Unused Ticket Credit - Management
-User Instructions-

Concur Changes

Effective, 10/04/2021, Southwest Airlines, Unused Ticket Credits, will no longer appear in their own section within the Concur profile section. Southwest Airlines, Unused Ticket Credits will now appear in the 'Unused Tickets' section along with other airlines.

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, paid for with 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.

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

Unused Ticket Credit - Management
-User Instructions-

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 that particular UTC.

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.

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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 **

* 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.

Unused Ticket Credit – Track Use

[SAMPLE UNUSED TICKETS REPORT]

This report provides the organization 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. Identify the named passengers for the UTC's that appear on the previous months report but are missing from the current months report.
3. Access each named 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.