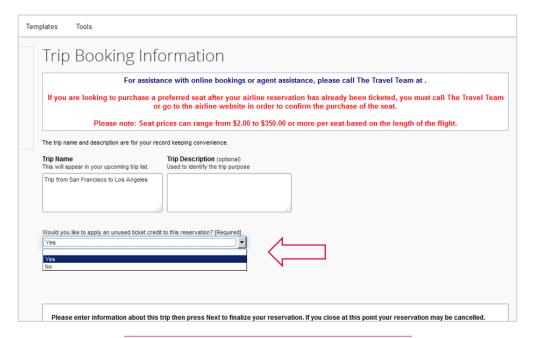
How To: Apply Unused Tickets in Concur



Users will follow the existing process to search and book airfare.

Once the *Trip Booking Information* page is reached, a required field is presented: "Would you like to apply an unused ticket credit to this reservation"



- > This process is not available for Frontier, Sun Country, and Spirit unused tickets.
- ➤ If applying an unused ticket for imminent or same day travel, we recommend contacting an agent for fulfillment to ensure immediate application and no disruption to travel plans.
- > An airline MCO cannot be applied to a new Concur booking, it must be done by an agent.
- ➤ If a user selects "yes" but does not have an applicable credit, the booking process will progress uninterrupted.
- Concur Bookings with an unused ticket applied will be assessed an Agent Intervention fee (only).
- > Airlines penalties/change fees will still apply.

As a friendly reminder, users can review their available Unused Tickets in the following places within Concur:

- Concur Homepage
- Traveler Profile
- 3. Air Matrix Search Results

Still have questions? Contact TTT's Online Support Team for assistance:

online@thetravelteam.com