



THE TRAVEL TEAM

## 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:

1. Concur Homepage
2. Traveler Profile
3. Air Matrix Search Results

Still have questions? Contact TTT’s Online Support Team for assistance:  
[online@thetravelteam.com](mailto:online@thetravelteam.com)