

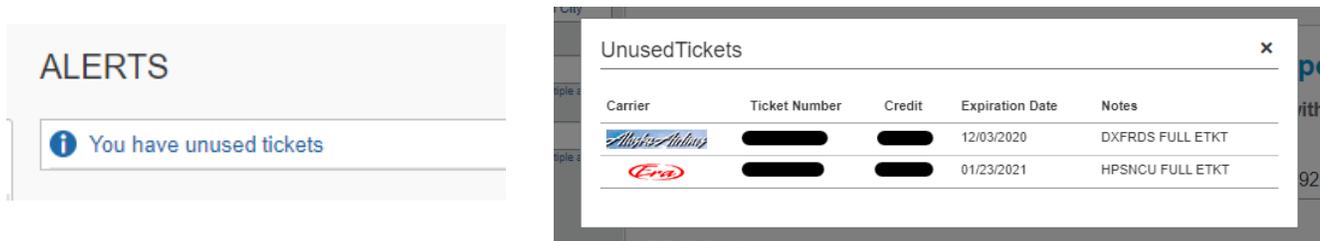
UAF Travel

Friday's Tips, Tricks, & FAQ's

20 March 2020

Concur Tips & Tricks: Using Concur Airfare Credits

When trips are booked and cancelled through Concur/CTM any resulting unused ticket credits are held by CTM. Travelers and delegates can view available credits on the traveler's dashboard homepage under ALERTS, on the profile under Unused Tickets, and under Travel Alerts (under Travel). Clicking "You have unused tickets" will provide the credit information.



Credits can be applied one of two ways.

1. Indicate in the Agent Notes of the booking that a credit should be used. The comment must include the unused ticket number and amount.
E.g. Please apply unused ticket number 0270000000000 in the amount of \$500.00 towards the purchase of this ticket.
2. Call CTM directly to book the flight and provide the credit information.

Hot Tip #1: The Agent Notes comment is generally more effective since CTM can clearly see exactly what the traveler/delegate wants done.

Hot Tip #2: In the event that the traveler will not be able to use the credit, CTM may be able to apply it to another traveler. Be sure the Agent Notes include the name of the traveler who has the credit, the unused ticket number, and the credit amount.

FAQ: I closed/inactivated the Request for a cancelled trip, but still need to expense some trip costs. Do I have to create a new Request for the cancelled trip?

A: No, our office can reopen most closed/inactivated Requests. So long as the Request was fully approved prior to cancellation, you can attach it to an expense report.

Please feel free to disseminate these tips and tricks to your travelers!
As always, please contact us with any questions or concerns (uaf-concur-travel@alaska.edu).

Thank you for all that you do!