UAF Travel
Friday's Tips, Tricks, & FAQ's

Today's Concur Tips & Tricks: Reconciling Airfare with an Unused Ticket Credit

When a trip is cancelled and an unused ticket credit is issued for the airfare, the following steps need to be taken to reconcile that charge to the correct funding.

- Create and submit an expense report (ER) for any non-reimbursable expenses that need to be reconciled including any change/cancellation fees for the airfare.
- Create but do not submit a dummy ER for the airfare. This ER will need to be postdated 10 months (in the Report Header) into the future.
  - Assigning the airfare charge to an ER will prevent reminders from Concur for an unassigned card transaction.
  - Postdating the ER will prevent any immediate reminders from Concur that an ER for a completed trip needs to be submitted.
- Once the unused ticket credit is used for a new trip, the airfare expense needs to be moved off the dummy ER (old trip) and moved to the new ER (new trip). The dummy ER can then be deleted.
- Once the new trip is completed, assign the remaining expenses and submit the ER. The airfare will now be charged to the funding associated to the trip to which it was applied.

Hot Tip: You will find unused ticket credits under Alerts on the main page of the traveler's Concur account.

FAQ: What expense type should I use for the agent fees?

A: There is a Booking Fees expense type created just for those agent fees charged by CTM. However, if the agent fee was incurred for a personal reason (past fare quote, personal changes, etc.), then the expense type should be Personal/Non Reimbursable.
Agent fees do not generally require a comment or business justification. But, if you choose expense type Airline Fees>Other, Concur will require a comment be entered.

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

Thank you for all that you do!