

## Applying Unused Airfare Tickets

If you have canceled a flight that was booked in Concur or directly with a Conlin Travel Agent, in your profile you may see an alert showing an available credit. The alert is notifying you of the unused ticket and is for informational purposes only.

The alert box will show the detailed information regarding the unused ticket; the airline ticket carrier, ticket number that was cancelled, credit amount, expiration date of the unused ticket, and any travel agent notes.

As the user, you are **not** able to apply the unused ticket credit directly.

If your next ticket reservation qualifies for the unused ticket credit, an exchange will be processed automatically by Conlin Travel. As our travel agency, they will ensure:

- the exchange qualifies under the issuing airline guidelines
- the exchange provides financial value with consideration to exchange fees

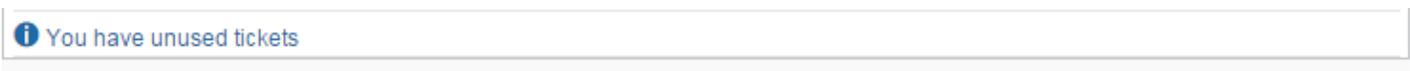
When an unused ticket has been applied, you will receive an email confirmation from Conlin Travel. Please note that this receipt will have the updated transaction amount reflecting the unused ticket credit. You will want to confirm that this is the receipt that is displayed in Concur.

To further discuss the details of the unused ticket or if you have additional questions, we recommend you contact Conlin Travel directly toll-free at (855) 200-8785, a U-M dedicated phone number.

Additionally, not all unused tickets may show as an alert. Tickets that were cancelled but were booked with a third party or directly with the airline (not in Concur or with a Conlin Travel Agent) will not show as an alert. Also, if you have a ticket that was booked as part of group travel and was cancelled, it will not show in your profile, instead, the arranger is notified of those unused tickets.

Images are provided below for your reference.

In the Alerts section you would see:



Once the link is clicked, the following detailed information would appear:

### UnusedTickets ✕

Carrier	Ticket Number	Credit	Expiration Date	Notes
DELTA	1234567890	\$560.55	09/16/2016	Please note: Unused tickets are shown in Concur for informational purposes only. There is no action that you need to take. Exchanges will be processed automatically by Conlin Travel based upon the validity of the ticket.

Also, the information can be found under the carrier in the search matrix at the bottom:

Unused Tickets 1 tickets	--	1 tickets	--	--	--
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