Concur Tips & Tricks: Unused Ticket Credits

**Expiring in 30-90 Days:** Use the Unused Ticket Credit report to monitor available credits expiring soon. Where possible, apply the credits to bookings before they expire.

In some cases, we can use the credit for another traveler in the same or a different department. If another traveler can use the credit, we can move the agency card charge to that traveler's account. If there are fees for the transfer, those charges appear on the original traveler’s account for reconciliation on an [expense] Report.

**Expired:** Use the Aging Credit Card Charges report to identify expenses most likely associated with an unused ticket credit (e.g. charges from over a year ago). Verify on the traveler's Concur account or the Unused Ticket Credit report that a credit for the charge is no longer available.

Once the credit expires, reconcile the outstanding airfare expense on a Report:

1. Create the Report from the associated cancelled trip Request
   a. Can use the existing “dummy ER” if not holding other expenses
   b. Ensure the correct Request is attached to the “dummy ER”
2. Change the Report Name to “Expired Unused Ticket Credit”
3. Ensure funding in the Header is a department fund one
4. No Travel Allowance since no trip commenced

**FAQ:** Which department owns the ticket credit from airfare paid on the agency or travel card? If it transfers to another department, is the original department just forfeiting that money spent?

**A:** So long as the airfare expense remains on the traveler’s Concur account, UA owns the credit. Expenses in Concur are not reconciled until they are included on a Report approved for payment.

A statewide general ledger pays the bill for our agency and travel cards. When airfare is purchased on either card, statewide pays for the expense. The department does not pay until the expense is reconciled on a Report in Concur. Reconciling the expense in Concur initiates a JV in Banner to move it from the general ledger to the assigned funding on the Report.

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

Thank you for all that you do!