

BEST PRACTICES:

MANAGING UNUSED AIRLINE TICKETS

The following best practices allow travel managers to:

- Reduce overall travel spend
- Improve usage and visibility of unused tickets
- Apply unused funds for organizational travel
- Utilize travel advisor expertise where applicable
- Independently manage unused tickets
- Minimize loss of expired funds



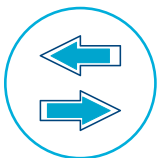
HOW TO REVIEW, ACCESS, & REUSE UNUSED TICKETS

- Unused ticket reports are emailed on the first of every month and are sorted by expiration date. If you are not receiving monthly unused ticket reports, please email clientservices@cbtravel.com.
- Real-time access to unused tickets is available in AirPortal under the menu option Reports/Unused Tickets.
- Unused ticket exchanges can be made with Christopherson's travel advisors or via the online booking tool, unless it is a transferrable ticket. If you have transferrable tickets, partial unused tickets, or international unused tickets, book with a travel advisor.



MANAGING UNUSED TICKETS

- Review your monthly unused ticket report and coordinate with travelers to ensure timely usage of unused ticket funds.
- Consult with your Account Manager to convert unused ticket funds to a Universal Air Travel Payment (UATP) card. UATP is an airline-owned payment network accepted by thousands of merchants for air, rail, and hotel payments. Qualifying for this option is dependent on the amount of funds you have and your current airline agreement. Carriers determine eligible unused tickets and card processing timelines.
- Note that any funds left after reusing unused tickets will be issued back from the airline in the form of a credit (except for United Airlines). The credit (called an MCO) is generally valid for one year from the date of issue but can only be used by the original traveler who booked the ticket.
- Reach out to a travel advisor at the time of booking if you have questions about an unused ticket's rules.



WHAT ABOUT TRANSFERRABLE UNUSED TICKETS?

- Review all unused tickets in AirPortal. For carriers that allow name changes, a "transferrable" toggle will display. Identify tickets from bookings made by travelers who are no longer traveling with your organization and mark them as transferrable. Once a ticket is marked "transferrable," anyone in your organization will be able to use them.
- Reuse transferable tickets by booking with Christopherson's travel advisors as they cannot be issued via online booking tools.
- Add a pop-up message in Concur to instruct travelers that transferrable tickets must be booked with Christopherson's travel advisors.
- Understand that partially used tickets cannot be converted to transferrable tickets but may still be utilized by travel advisors towards a new ticket for the original traveler.
- For those who fly Southwest Airlines: Convert any unused Southwest tickets to LUV vouchers that can be used for any traveler. Fees and validation dates vary.