

UNIVERSITY *of* FLORIDA



TRAVEL & PCARD SYSTEM

Airfare Credits, Unused Tickets, WTS and time for questions...

October 23, 2024

# AGENDA

- World Travel Service
- Airfare Cancellations
- Airfare Credits / Partially used tickets
- Unused Tickets
- Trip It
- Recommendations for departments
- A note on agent fees
- Questions for WTS
- Other questions

# HOUSEKEEPING

- **Slides** will be provided in the chat – several times
- **This presentation and the Recording\*** will be posted to our website
- **UF GO Instruction Guides\***
- Questions after the meeting, please use our contact form and we will get back to you as soon as possible.



\*Clickable links

# **World Travel Service**

# Airfare Credits and Unused Tickets

## World Travel Service (WTS)

### World Travel Service is...

### UF's Travel Management Company

They “manage” our travel, not just book it!



# Airfare Credits and Unused Tickets

Before making any changes...

## Call World Travel Service!

The theme for today's info session is:

**Always** contact **World Travel Service** to make cancellations or changes to your flights!

WHY? ...



# Airfare Credits and Unused Tickets

## Why it's important to call WTS

### Call World Travel Service!



- WTS owns flights booked in the booking tool or by contacting WTS agents.
- If changes are made to the flight directly with the airline (i.e. at the counter or by calling Delta, SW, etc.), WTS no longer owns any portion of the flight and will **not** be able to assist with making any changes after that point.
- The entire reservation is transferred to the airline.



# **Airfare Cancellations**



# Airfare Credits and Unused Tickets

## Airfare Cancellations

### It's Important to Remember:

Each airline and each flight class can have different cancellation policies.

Depending on the **type of ticket, the airline, timeframe, and situation**, the ticket may or may not be refunded or credited.

There can be additional charges to receive the credit or refund such as processing fees or name changes on tickets.

Call WTS!

# Airfare Credits and Unused Tickets

## Airfare Cancellations

### What should you do if you have to cancel a flight?

**Preferred method:** Call WTS **before** cancelling to discuss options for credits and rebooking. The WTS agent will confirm the eligibility for a refund or eCredit before any decisions are made. They will also assist with booking a new flight using the credit. Especially for International tickets!

**Other options:** Utilizing the booking tool or the UF GO mobile app.  
There are two pop ups that notify the traveler that there are rules related to cancellation and to confirm cancellation

If a ticket was "cancelled" in UF GO or on the mobile app, the traveler **MUST** contact WTS to have the ticket Refunded or to confirm an eCredit

The traveler only has a few hours after the ticket has been cancelled to call WTS or they risk not receiving a refund or credit...even if they are eligible!

**Best  
Practice:  
Call WTS  
First!**

eCredit should be appear on Concur next day

# **What to do with Unused Tickets and Credits**

# Airfare Credits and Unused Tickets

## Unused airfare tickets and eCredits

### Department Administrators: How to use tickets you currently have

Again...call WTS to explore all your options

- If a ticket was partially used, the credit will be listed on the traveler's profile as the full amount of the ticket. That is likely not the the value of the credit
- Name Change
- Process the original transaction, paying attention to chartfield. When the ticket or credit is used by someone else or a different funding source, create a journal entry to move the expense to the correct chartfield.



# Airfare Credits and Unused Tickets

## Unused airfare tickets and eCredits

### Other reminders:

- If the traveler belongs to a reward program, their eCredit will show up in UF GO, as well as their rewards program apps
- Expiration of the credit is the from the date of the flight, not the booking. Before the credit expires the traveler will get an email (30 days)
- Why you shouldn't use a credit in the booking tool. WTS looks at each ticket and looks for credits. If there is a credit, they will cancel the flight and reissue the ticket.



# **Recommendations for Department Admins**

# Airfare Credits and Unused Tickets

## Unused airfare tickets and eCredits

### Department Administrators...regarding future bookings:

When booking flights for either guests or groups of travelers who may need to cancel or make changes (i.e. prospective graduate students)

#### Best Practices:

- Book flights that are fully refundable
- Book with an airline that has other options...ie. SouthWest Airlines
- Book with United, no contract, but may be helpful



# Airfare Credits and Unused Tickets

## Highlight: SouthWest Airlines

### Benefits of booking with SouthWest Airlines in the UF GO booking tool:

- UF receives a discount on flights as part of our contract with SouthWest airlines
- We have the ability to earn UF points than can be used for items such as name changes from one Rapid Rewards member to another Rapid Rewards member.





# Agent Fees

# Airfare Credits and Unused Tickets

## A note about WTS Agent Fees

### Fees: Business vs. Personal travel

Fees are assessed regardless if the trip is for business or personal travel, but the **CFO's office is currently covering all fees associated with business travel** (that is why you don't see those fees!)

When booking personal travel through the booking tool or with a WTS agent the traveler will be assessed those fees.

Booking fees are only assessed to Airfare bookings. Hotel and car rentals do not receive a Booking fee.

- \$17 per booking if done with a WTS Agent
- \$7 per booking if done through the UF GO Booking Tool

If any booking (airfare, car, or hotel) is done after hours then an After Hour Assistance fee is assessed at \$20 per booking

Benefit to Booking Personal Travel through booking tool/WTS: Access to UF discounts from Delta, SW, BDC, and many more!



# Airfare Credits and Unused Tickets

## A note about WTS Agent Fees

### Fee amounts

Booking fees are only assessed to **Airfare bookings**. Hotel and car rentals do not receive a Booking fee when made during normal business hours. The fee is only charged when a flight is **booked!** Contacting WTS by phone or email with questions before or after the booking is included in the booking fee.

- \$7 per booking if done through the UF GO Booking Tool
- \$17 per booking if done with a WTS Agent
- \$20 per booking if any booking (airfare, car, or hotel) is done after hours. After Hour Assistance fee is assessed at \$20 per booking



**Triplt**

# Airfare Credits and Unused Tickets

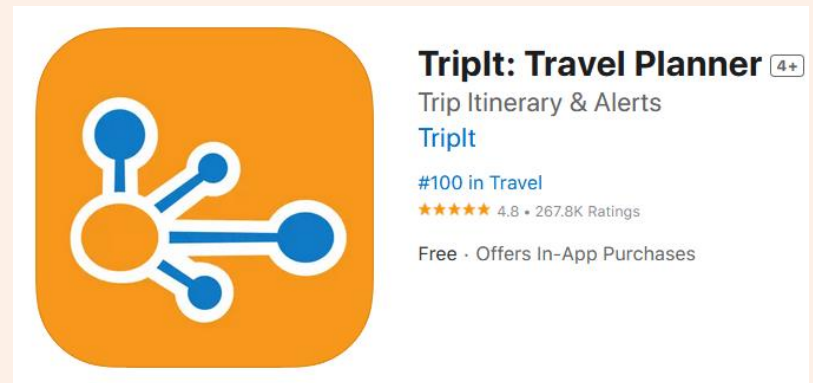
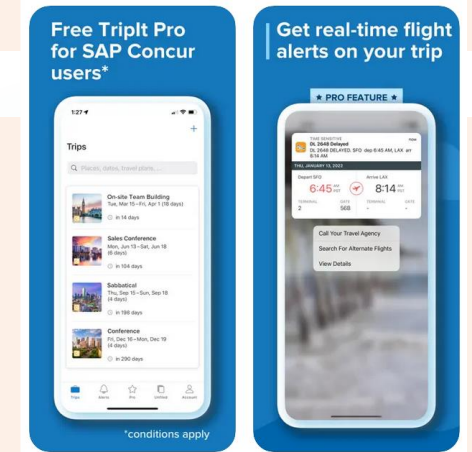
## Triplt app

### Get the Trip It App on your mobile device!

#### Benefits:

- View your real time flight itinerary and receive real-time alerts!
- Check in reminder
- Point Tracker (reward program)
- Shows alternate flight options if a change must be made
- Make changes to your flight ?

Click [here](#) for the Trip It brochure from WTS.



# **More from World Travel Service**

# UF UNUSED TICKETS CHANGES AND REFUNDS



# Value of a TMC

## Direct Internet Booking Disadvantages

### For the Employee

- Many lower priced offers do not allow refunds or changes – this inflexibility can lead to greater overall cost (for example, Basic Economy air fares and non-refundable or deposit-required hotel room rates)
- Flight, room and date availability may be limited or it takes significant time to search multiple sites to source the most appropriate itinerary
- Refund processes can be cumbersome and lengthy to achieve – and more work for travelers and/or Admins
- Limited en route emergency travel visibility and assistance
- Requires personal payment methods (e.g. personal credit card)

### For the Company

- Difficult for the company to locate and/or assist employees in case of emergency
- Weakens management ability to track travel expenditure across the organization
- Weakens the company's ability to leverage cross-company travel spending
- Decreased control of compliance to air travel policies and agreements (spending through non-preferred channels can affect budgeting and/or vendor agreements which are based on market share or other volume purchasing commitments)
- Difficult for the company to manage corporate insurance risks, like number of staff on a flight
- Increased fraud exposure
- No visibility into unused airline tickets and inability of the company to managed unused airline tickets from cancelled trips

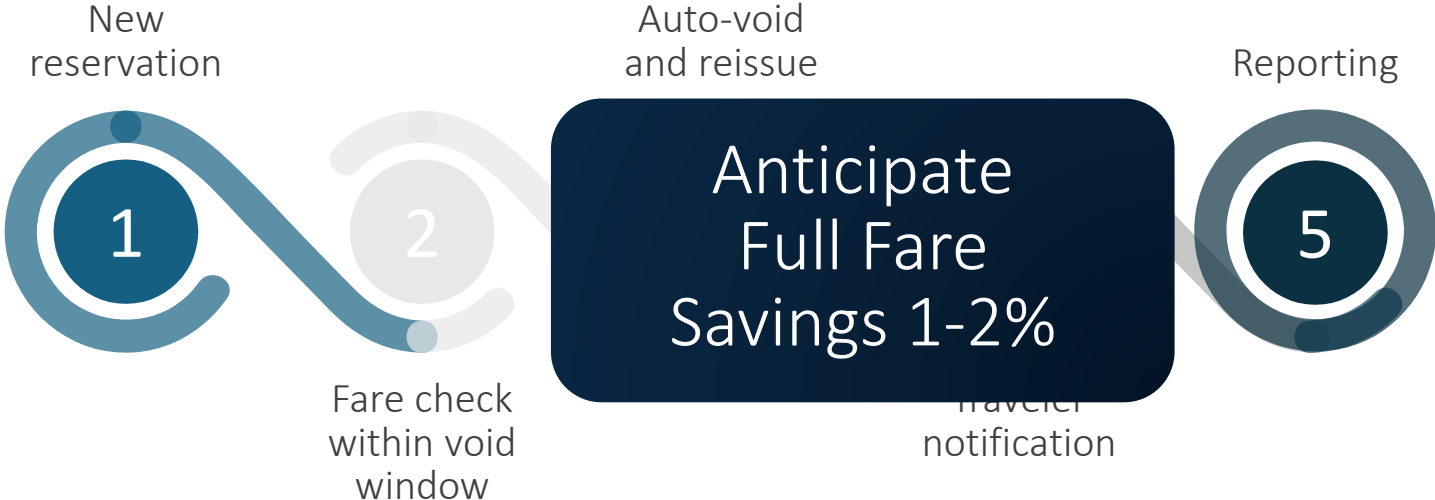


# Price assurance

Reduce costs while increasing traveler confidence



Air



Hotel



# U.S.: Update: Sarasota-Bradenton International Airport in Florida to remain closed to commercial passenger flights until 16 October after damage caused by Hurricane Milton

Your Observer 10/12/2024 1:04 PM (Eastern)

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## Significant Travel Impact

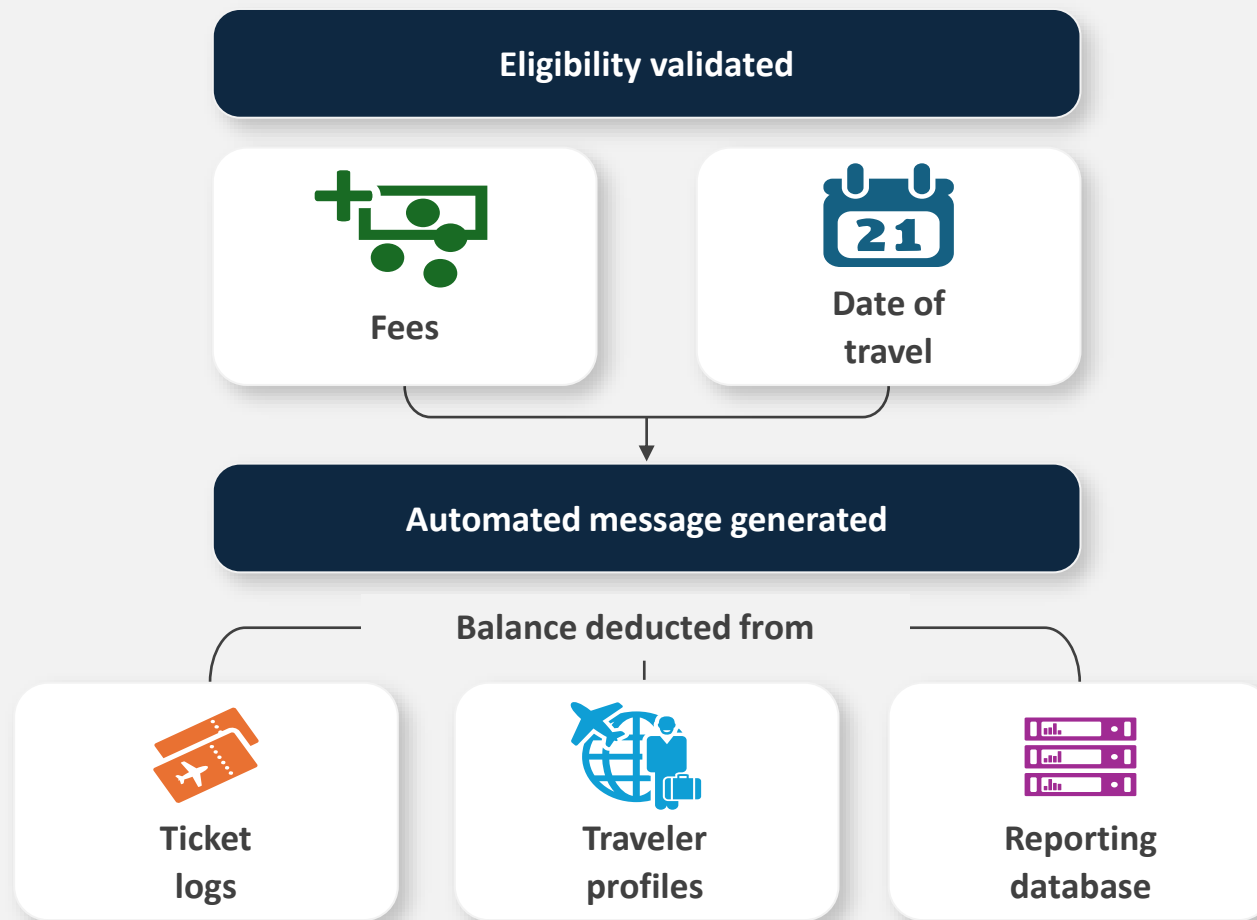
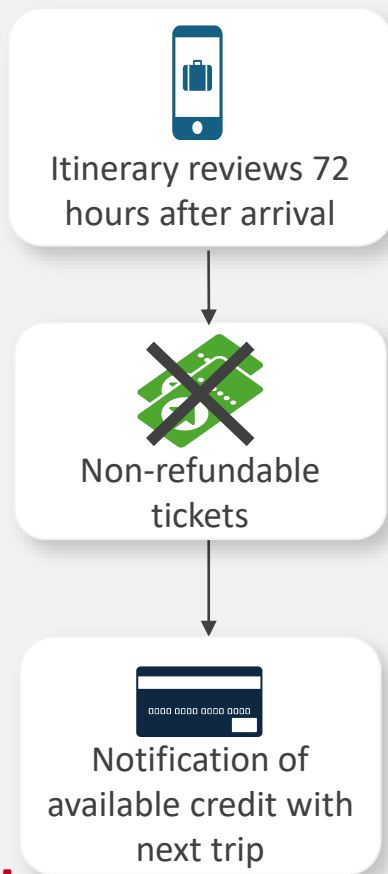
Having lost then entire roof covering above Concourse B, Sarasota-Bradenton International Airport will remain closed to commercial passenger flights until Wednesday, Oct. 16 at 9 a.m. The roof covers the screening checkpoint and all 13 gates hold rooms.

The airport is working with recovery contractors to replace the 76,000-square-foot surface with a temporary roof until permanent repairs can be made. Additionally, the gate areas are undergoing clean-up and remediation work because of the water intrusion after the roof was damaged.

# Managing Unused Tickets

In the U.S., where unused tickets can be reused, Concur Travel presents these tickets to travelers in four different places when they log into the system.

We can configure Concur to automatically write unused ticket remarks into the booking when a traveler chooses a flight on a carrier with whom they have an unused ticket. Our automation then searches for these remarks, and if an unused ticket matches the booked carrier, we automatically perform an exchange. Monthly reports will be provided for all unused tickets we have for your company





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NAME GUGLIOTTI/CARMICHAEL      TOTAL REFUND USD      332.00

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TKT 6187101788068

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FLT BK DATE BRDOFF      FB/TKT DES      STAT

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1 SQ 191 Y 10OCT HANSIN      Y11VNOPO      OK

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REFUND AMOUNTS - USD

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FARE      455.00

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TAX      27.00

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CANCEL FEE      -150.00

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TTL REFUND      332.00

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Univ of Florida - Unused Ticket Report		Report Date: June 5, 2024								
TYPE	Last Name	AIRFARE	TICKET NO	AIRLINE	ISSUE DATE	DEPART DATE	SEGMENTS	EXP DATE	EXPIRY	
E-ticket	HARMER	118.90	0067980188070	Delta Air Lines	6-Jul-23	4-Aug-23	All Open	6-Jul-24	31	
E-ticket	PASTERNAK	381.33	0067984962273	Delta Air Lines	27-Jul-23	7-Aug-23	All Open	27-Jul-24	52	
E-ticket	HOFFMAN	491.40	0017986781587	American Airlines	6-Aug-23	8-Aug-23	All Open	6-Aug-24	62	
MCO	SALDANA	445.35	0018995338436	American Airlines	8-Aug-23	8-Aug-23	All Open	8-Aug-24	64	
E-ticket	MOTAMEDI	328.90	0017986781636	American Airlines	7-Aug-23	7-Aug-23	All Open	7-Aug-24	63	
E-ticket	CANTON	561.97	0067980188097	Delta Air Lines	6-Jul-23	7-Aug-23	All Open	6-Jul-24	31	
MCO	BYERS	128.79	0068995338442	Delta Air Lines	16-Aug-23	16-Aug-23	All Open	16-Aug-24	72	
E-ticket	GERTNER	319.70	0017987512658	American Airlines	9-Aug-23	24-Aug-23	All Open	9-Aug-24	65	
E-ticket	MCDANIEL	223.26	0017976550177	American Airlines	20-Jun-23	17-Jul-23	Partial	20-Jun-24	15	

# United Airlines

- **Unused tickets**

*These are the options you have available:*

- 1. Use for person named.*
  - 2. Apply a Name Change Waiver. + \$125*
- *Apply the Non-refundable U.S. point-of-origin refund with cancel fee policy, if applicable*

# Southwest Airlines

- Book Into a Refundable Fare or reuse ticket if the original traveler and the new traveler both are Rapid Reward Members.

**Business  
Select**

**Anytime**

**Wanna Get  
Away *plus***

**Wanna Get  
Away**

**\$219**

**\$169**

**\$99**

**\$89**

# Airfare Credits and Unused Tickets

## World Travel Service ~ Contact Info

### World Travel Service

For reservations or ticket changes, please call **(865) 288-1901** or email **[ufl.travel@worldtrav.com](mailto:ufl.travel@worldtrav.com)** during our normal business hours. (Monday – Friday, 8:00am to 6:00pm ET)

After hours emergency assistance is available **24 Hours a day** for your convenience at the numbers below. Refer to code: **S-5CWK** when calling **(865) 288-1901** (collect calls accepted).





**Questions?**

# CONTACT US!

Contact Form: [PCard and Travel Support](#)

UF Travel Department: 352-294-1114

UF PCard Team: 352-392-1331

*We are happy to help!*

