

UNIVERSITY *of* FLORIDA



TRAVEL & PCARD SYSTEM

Making the most of Unused Airfare Tickets

February 11, 2026

AGENDA

- How to make the most of unused airfare tickets
- Policies by airline
- Airfare changes and cancellations
- Useful mobile apps for travel
- Recommendations for departments
- 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***
- Have a more specific question? Please use our contact form and we will get back to you as soon as possible. **PCard and Travel Support***



*Clickable links

**How to make the
most of**

**Unused Airfare
Tickets**

Airfare Credits and Unused Tickets

Unused airfare tickets

Where can I locate my Unused Tickets?

On the home screen in Concur you will see a message that says: You have unused tickets.

Click on “View All” and a pop-up message appears listing all your unused tickets as well as their expiration dates.

Delegates can view this information as well.

The screenshot shows the SAP Concur mobile app interface. At the top, it says "Hello, Jasmine" and "February 11, 2026". Below this, there are icons for UF, a person, and an airplane. A red box highlights a notification that says "You have unused tickets" with a "View All" link. Below the notification, there is a "Company Notes" section with a link to "Click 'Read More' f" and a "World Travel Servi" link. At the bottom, there is a "WTS is happy to assist with ticket changes, please call Friday, 8:00am to 6:00pm" message. A pop-up window titled "Unused Tickets" is open, displaying a table of unused tickets.

Carrier	Ticket Number	Credit	Expiration Date	Notes
Southwest	7087696928	\$949.22	12/31/2040	5CWK
UNITED	7245908297	\$1,116.28	03/20/2026	5CWK
DELTA	7355862525	\$1,175.79	12/26/2026	5CWK

Close

Airfare Credits and Unused Tickets

Unused airfare tickets

Every ticket may have different policies!

Please be aware that each ticket issued may have different rules applied to that ticket. The information we provide in this presentation is a general overview. **Please contact World Travel Service to ask what options are available for each specific unused ticket.**

Policies may vary depending on, for example:

- The airline
- The class booked
- When the ticket was issued and changes to an airline's overall policies



Airfare Credits and Unused Tickets

Unused airfare tickets

Weather or other cancellations by the airline

When an airline cancels a flight and another flight was not rebooked...

We suggest that you email WTS and ask for the “opportunity for a refund.”





Airfare Credits and Unused Tickets

IMPORTANT

Funding Sources

Funding Sources (i.e. Chartfields have to be carefully considered)

Refunds: when a ticket is refunded, it is imperative that the credit be reconciled to the SAME Chartfield that was used for the initial purchase of the unused ticket.

Name changes: when a name change occurs, the transaction used to purchase the original (unused) ticket will have to be journaled to the funding source that supports the current traveler's business purpose (if it is different).

In other words: the funding MUST follow the business purpose of the ticket. It is the Department/Unit's responsibility to ensure the funding source is reviewed and changes are made if necessary.





Airfare Credits and Unused Tickets

Funding Sources: Forms of Payment

IMPORTANT

Payment Type: Air Card/ PCard/ Personal Funds

Refunds: will be transferred to the SAME form of payment as the original ticket purchase.

When the original purchase was made using the Air Card or PCard, the refund will show up as a credit (negative number) transaction in UF GO.

When the traveler used a **Personal Credit Card** on the initial transaction The credit will be processed to the traveler's personal credit card.

The traveler and the Department MUST ensure that if the traveler has been reimbursed for this transaction previously, upon receipt of the credit, the traveler MUST pay UF back!



Airfare Credits and Unused Tickets

Unused airfare tickets

Other reminders:

- **Expiration** of the unused ticket is from the date of the **ticket issuance**, **not the date of flight**.
- Generally unused tickets will be **valid for 1 year** from the date issued. Some airlines unused tickets expire in **6 months**. It is always best to check your profile for the expiration date or contact WTS and ask when the ticket expires.
- Email reminders are sent to the traveler alerting them of ticket expirations.
- Don't try to use an unused ticket through the booking tool, **always call or email WTS to request changes**.



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** during our normal business hours. (Monday – Friday, 8:00am to 7:00pm 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).



Airline Partnership Benefits

Airfare Credits and Unused Tickets

UF Airline Partnerships

UF has partnerships with the following airlines:

- Delta
- Southwest
- American
- United



Our partnerships provide additional benefits for managing unused airfare tickets!



Airfare Credits and Unused Tickets

UF Airline Partnerships

Delta Airlines

Name changes: We can process name changes on **Delta ticket for a \$100 fee.** This does not apply to basic economy fares. To utilize this benefit, **email WTS** asking for a name change waiver. Include all available information for the unused ticket as well as the new traveler's name and the flight itinerary they wish to take.

Refund a Non-Refundable ticket: Our program receives a small number of points each quarter which allows us to refund 2 or 3 tickets on a quarterly basis. We choose the tickets that are the highest dollar and closest to expiration for refund.



Airfare Credits and Unused Tickets

UF Airline Partnerships

Southwest Airlines

UF receives a limited number of credits as part of our contract with Southwest. The credits can be used to request:



- **Name changes:** We can change the name on an **Active** ticket from one Rapid Rewards member to another Rapid Rewards member. Cost = 1 credit per ticket
- **Refund a Non-Refundable ticket:** We can process a refund for a ticket that is otherwise non-refundable. Cost = 5 points per ticket

Your contractual benefits

BENEFIT TYPE	REDEMPTION DETAILS	REQUEST
Name Change	Redeem for 1 credits	
Refund an Eligible Non-Refundable Fare	Redeem for 5 credits	

Airfare Credits and Unused Tickets

UF Airline Partnerships

Southwest Airlines

Please reach out to the UF GO Travel team via our [contact form](#) to utilize Southwest Airlines benefits

- **For name change requests, please provide:**
 - The name, ticket number and itinerary regarding the **Active ticket**
 - The name of the traveler who will use the ticket
 - **Active tickets are tickets where the date of the flight has not passed**
- **For refund requests, please provide:**
 - The name, ticket number and original itinerary regarding the unused ticket

Note: We have a limited number of points, so there may come a time when we are not able to assist until our points are replenished.

Airfare Credits and Unused Tickets

UF Airline Partnerships

United Airlines

Names may be changed on domestic tickets for a \$100 penalty fee. Contact WTS to inquire about the possibility of a name change. Not all tickets are eligible.

Email WTS to request the name change. Provide the original ticket information, the name of the traveler who will use the ticket, and the flight itinerary they are requesting.



Airfare Credits and Unused Tickets

UF Airline Partnerships

United Airlines

Refunds: United WILL refund unused tickets, for a fee. The difference of the original ticket price and the fee will be transferred to the original form of payment. Send an email to WTS requesting the refund with penalty.

Destination	Fare type	Refund Jan. 1 - Dec. 31, 2026
U.S. **, Canada, Mexico, Caribbean, Central America **Includes: 50 U.S., Puerto Rico, U.S. Virgin Islands Excludes: Guam and territories not listed	Standard Economy	\$150 USD
	Premium Economy (Premium Plus)	
	Premium cabin (Polaris, business, first) Includes: Discounted fare with fare basis code beginning with Economy booking letter	\$300 USD
Other international Includes: Guam and U.S. territories not listed above	Standard Economy	\$300 USD
	Premium Economy (Premium Plus)	\$450 USD
	Premium Cabin (Polaris, business, first) Includes: Discounted fare with fare basis code beginning with Economy booking letter	\$600 USD

Airfare Credits and Unused Tickets

UF Airline Partnerships

American Airlines

Free name changes! Email WTS to change a name on an unused ticket.

Provide the original ticket information, the name of the traveler who will use the ticket, and the flight itinerary they are requesting.



Unused Ticket Report

Airfare Credits and Unused Tickets

Unused ticket report

Unused ticket report will be provided to Financial Accountable Officers and UF GO ambassadors monthly

- Currently, UF GO Ambassadors have access to this report via Microsoft Teams.
- Update!** We've added the Department ID to all transactions, which will allow us to email the FAOs unused tickets for their department.

Univ of Florida - Unused Ticket Report Report Date: January 5, 2026																
EXPIRY DATE	TYPE	Last Name	First name	ACCOUNT NUMBER	PNR	TICKET NUMBER	AIRLINE	ISSUED ON	DEPARTURE	INVOICE AMOUNT	AIRFARE	STATUS	SEGMENTS	REFUNDABLE	INVOICE #	
6-Jan-26	E-ticket	OF	JUST	5553609101	FZ	0017	American Airlines	6-Jan-25	19-Feb-25	492.36	492.36	Open	All Open	Non-Refundable	0143	
7-Jan-26	E-ticket	N	TRISHA	5553609101	JF	0017	American Airlines	7-Jan-25	17-Jan-25	446.97	446.97	Open	All Open	Non-Refundable	0143	
7-Jan-26	E-ticket	JAN	TONY	5553609101	JBR	0017	American Airlines	7-Jan-25	21-Jan-25	234.48	234.48	Open	All Open	Non-Refundable	01440	
7-Jan-26	E-ticket	MORRIS	ZANE	5553609101	OK	0067	Delta Air Lines	7-Jan-25	14-Feb-25	269.11	269.11	Open	All Open	Non-Refundable	0144	
7-Jan-26	E-ticket	FIE	JE	5553609101	OM	00671	Delta Air Lines	7-Jan-25	30-Apr-25	278.02	278.02	Open	All Open	Non-Refundable	01	

Airfare Credits and Unused Tickets

Unused ticket report

Expiration Date

This is the date the unused ticket will expire.

- To reuse this ticket, the trip must be booked and **flown BEFORE the expiration date**.
- Sort your department's list by the Expiry Date and attempt to utilize the tickets that will expire soonest.

Univ of Florida - Unused Ticket Report	
EXPIRY DATE	TYPE
4-Feb-26	E-ticket
4-Feb-26	E-ticket
4-Feb-26	E-ticket
5-Feb-26	MCO
5-Feb-26	MCO
5-Feb-26	E-ticket
5-Feb-26	E-ticket
6-Feb-26	MCO
7-Feb-26	E-ticket

Airfare Credits and Unused Tickets

Unused airfare tickets and eCredits

“Partial” Unused Tickets

Partial tickets are round trip tickets where only one leg of the flight was used.

These tickets can only be used by the traveler to fly from the same origin and destination points as the original ticket. Therefore, **partial tickets are often unusable**.

If a ticket was partially used, the credit will be listed on the traveler's profile as the full amount of the ticket. This is not the actual value of the ticket.

AIRFARE	STATUS	SEGMENTS	REFUNDABLE
492.36	Open	All Open	Non-Refundable
320.52	Open	Partial	Unknown

Airfare Credits and Unused Tickets

Unused ticket report

Refundable Column

Check the **Refundable Column** – if the ticket is refundable and the traveler will not use the ticket before the expiration date, **email WTS and ask for a refund.**

There aren't many refundable tickets on the unused ticket report ~ that is great, that means travelers are promptly asking for their refunds!

If a refundable ticket is on the unused ticket report, action should be taken ASAP to request the refund.

SEGMENTS	REFUNDABLE
All Open	Non-Refundable
All Open	Refundable

Airfare Cancellations and Changes

Airfare Credits and Unused Tickets

Before making any changes...

Call World Travel Service!

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



Airfare Credits and Unused Tickets

Why it's important to call WTS when flight changes are necessary



Call World Travel Service!

- WTS owns flights booked with the UF GO booking tool and booked by WTS agents.
- If changes are made to the flight directly with the airline (e.g. 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 Credits and Unused Tickets

Airfare Cancellations

What should you do if you must 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 e-credit. They will also assist with booking a new flight using the credit.

**Best
Practice:
Call WTS
First!**

Airfare Credits and Unused Tickets

Airfare Cancellations

What should you do if you must cancel a flight?

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, we suggest contacting WTS to confirm a refund or credit or to ask about options for reusing the ticket.

Airfare Credits and Unused Tickets

Airfare Cancellations

Don't: abandon the flight!

Make sure to Cancel the flight before wheels up if you are not able to take the flight.

If you don't cancel a flight, you will not receive a refund or an eligible credit because you technically used the ticket.

Before you book

Airfare Credits and Unused Tickets

Future Bookings: What to consider

Travel arrangers...regarding future bookings:

When booking flights for others, for example faculty members whose plans may change, or groups of travelers who may need to cancel (e.g., prospective graduate students)

Consider:

- Choosing a refundable ticket if the traveler's plans are uncertain
- Booking with one of our airline partners so you can take advantage of partnership benefits, i.e. name changes



Mobile Apps

Airfare Credits and Unused Tickets

SAP Concur

UF GO Mobile App powered by SAP Concur

Benefits:

- Upload receipts on the go. Never lose a receipt again.
- Submit your Travel Requests and Expense Reports from your phone.
- Approve travel and expense reports on the go.
- Book travel from your phone

Instructions for [Downloading the UF GO Mobile App](#)



Airfare Credits and Unused Tickets

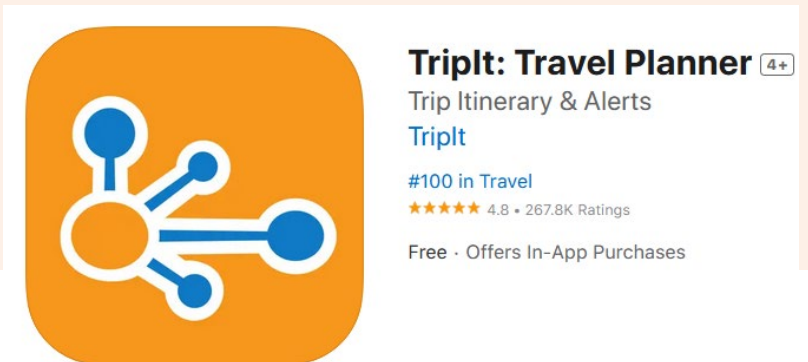
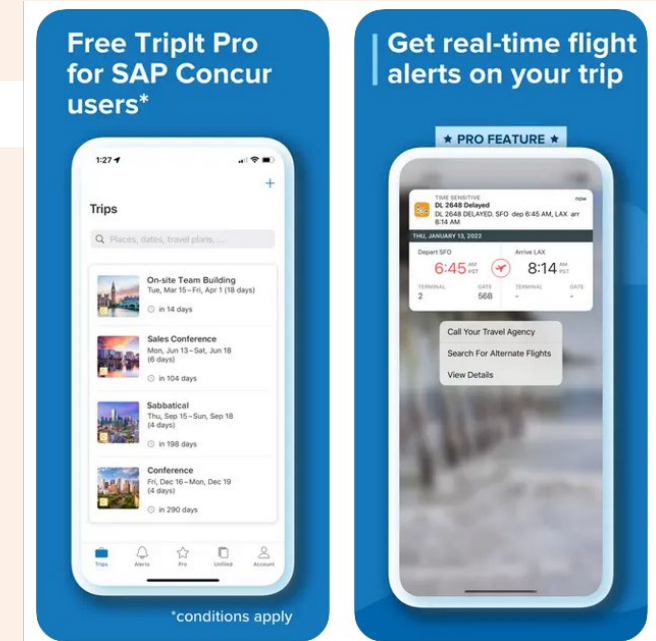
Triplt Pro app

Get the Triplt 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
- TripIt Pro is Free for UF employees (profiled UF GO Users)

Click [here](#) for the Triplt brochure and the link to connect your SAP Concur account to your TripIt account.



Airfare Credits and Unused Tickets

Triplt Pro app

Triplt Pro is free for SAP Concur users

Click [here](#) for the Triplt brochure

Use the link in the brochure to connect your SAP Concur account to your Triplt account

Make sure you're connected to Triplt to get itineraries created for you after you book, and receive a complimentary subscription to Triplt Pro, if you're eligible.

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Triplt FREE

- ✓ Organizes all your travel plans
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COMPLIMENTARY PERK
(NORMALLY \$49/YEAR)

+ Everything included in Free, plus

Questions?

Short Survey

We'd love to hear your thoughts!

Please assist us by completing a short survey regarding this info session and/or the materials provided:

<https://s.zoom.us/j/bPIPcMGL1>



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!

