

Anthony Travel – Unused Airfare / Name-Change Procedures

Purpose & Scope

When a traveler cancels their nonrefundable airline ticket that was booked through Concur or Anthony Travel, an **unused ticket credit** is created for the traveler. This unused ticket credit will be visible to the traveler in their Concur profile. Typically, the traveler has one year from the date the ticket was issued to use this ticket for future business travel.

If a traveler does not intend to use this ticket for future travel, it would be beneficial to the department and University to transfer this ticket to another traveler. Beginning 120 days prior to expiration, Anthony Travel (AT) will send monthly notifications reminding the traveler of the unused ticket on file and providing instructions if they do not have plans to use it.

This document describes the University process for handling unused ticket credits, how and when Anthony Travel will notify travelers, and the steps that Accounts Payable (AP) and departments must follow when a name change or transfer is required.

Notification Timeline & Process

Anthony Travel sends reminders at 120 / 90 / 60 days before unused ticket credit expiration, asking the traveler if they will be using their unused ticket credit before it expires, with 60 days being the final notice before expiration. If no response is received after the final notice, Anthony Travel will proceed with the name-change process and notify AP.

- **If you plan to reuse your unused ticket credit for a future trip**, contact Anthony Travel to rebook and notify your department if accounting allocations change.
- **If you do not intend to use the unused ticket credit from your canceled trip**, contact Anthony Travel to request a name change.

AP's role is to connect the traveler who canceled the ticket with the traveler who will use the rebooked ticket and provide general guidance on the next steps of transferring the unused ticket credit. Departments are responsible for completing the transfer of the unused ticket credit within KFS and ensuring proper approvals.

Anthony Travel will evaluate whether paying a name-change fee is cost-effective. If fees exceed the ticket value, Anthony Travel will not initiate a name change.

AP only receives the traveler's contact information from Anthony Travel. Travelers must forward AP's email to their department's fiscal lead as necessary and coordinate the department's response.

Reissued ticket costs may be comprised of three (3) transactions:

1. **Name change fee** – some airlines charge a name change fee which will be separately charged to the credit card of the traveler using the unused ticket credit.
2. **Difference in airline fare/ticket price** – if the new ticket fare is more than the unused ticket credit, there will be a separate charge for the fare difference to the credit card of the traveler using the unused ticket credit.
3. **Internal charge for unused ticket credit** – represents unused ticket credit from another traveler that was used to purchase the new ticket. This charge will be internal and will not be charged to any credit card.

Important:

The total cost of the airline ticket for the traveler using the unused ticket credit will always equal the amount they would have paid if they purchased the ticket. Example if the new ticket fare for the traveler is \$800:

- *Components of the transaction*
 - *Unused ticket credit used for new ticket - \$500*
 - *Name change fee - \$100*
 - *Difference in fare - \$300 (new ticket \$800 using \$500 of unused ticket credit)*
- *The KFS account for department using the unused ticket credit will have 3 separate transactions for a total of \$800 as follows:*
 1. *Name change fee on credit card of traveler using unused ticket credit - \$100*
 2. *Difference in fare on credit card of traveler using unused ticket credit - \$300*
 3. *Internal transfer of unused ticket credit - \$400 (\$500 unused ticket credit less \$100 name change fee).*
- *The department that had the unused ticket credit will ultimately have \$100 on their KFS account. This represents the name change fee.*

Overall, the department with the unused ticket credit will have in their KFS account charged \$100 versus \$500 if they let the credit expire. A savings of \$400 for the University and the department.

Roles & Responsibilities

- Traveler:

- Contact Anthony Travel to initiate cancellation or change of plans. If unable to get in touch with AT agent, please contact the airline. **Never no show!**
- Monitor notices, decide whether to use or transfer unused ticket credit.
- Forward AP's name-change email to the department's fiscal lead.
- Department Fiscal Lead:
 - Assist traveler, provide KFS account information, and complete the transfer of unused ticket credit expense in KFS.
 - Confirm departmental approval for all charges or credits related to the reissued ticket.
- Anthony Travel:
 - Refund when possible. Send expiration notices, apply unused ticket credit, and initiate name changes per airline rules.
- Accounts Payable (Travel):
 - Provide name-change and expense-transfer information via email.
 - Connect the canceling traveler with the rebooked traveler and outline what steps the department must take.
 - AP does not process Distribution of Income & Expense or General Ledger Transfer entries — that responsibility belongs to the department fiscal lead of the traveler using the unused ticket credit.

Best Practices

- Call Anthony Travel immediately if a **guest** cancels their trip. Never no show!
- Respond promptly to Anthony Travel and AP notices.
- Always loop in department fiscal lead.
- Retain booking/ticketing emails for reconciliation.

Please contact travel@uconn.edu with any questions.