Guide for booking Cancelled Personal/Companion/Family tickets directly with the Airline

This document provides instructions on how to rebook/reuse cancelled Fox World Travel tickets directly on airline websites (if allowed).

Please review our unused ticket guide on the UW TravelWIse website for additional information on

**Delta instructions**
Steps to book directly on delta.com. You can also call Delta at 800-221-1212 to book
1. Obtain Ecredit number (same as original Fox ticket number)
   - Ticket number can be found on your original Fox Einvoice or by contacting Becky Kopidlansky (bkopidlansky@uw.edu) or your Campus Travel Manager to obtain your ticket
   - Enter Ecredit number
   - Click on ‘Look Up’
   - Confirm name on ecredit and click ‘Add EREDIT’
   - Check the Box to select the unused ecredit to apply to the reservation
   - Scroll to the bottom of the page and click on the ‘Continue’ button which will bring them to the screen to start searching for flights

Example below:
United Instructions:
Steps to rebook directly on United.com, you can also call United at 800-864-8331 to book:

1. Obtain original United Airlines confirmation number
   - Confirmation number can be found on your original Fox Einvoice or by contacting Becky Kopidlansky (bkopidlansky@uwsa.edu).
3. Enter United confirmation number and Last name on UA website and click ‘Search’

4. View credit details and click ‘Book with credit’
American Instructions
Fox World Travel issued American Airlines tickets cannot be redeemed on aa.com. American Airlines may be able to assist if you call them directly at 800-433-7300. However, it may be necessary to work directly with Fox World Travel to rebook your ticket. If American is unable to assist, please submit a request to Fox World Travel. A Fox agent will review the request and contact you to assist with the booking.

Southwest Instructions
Steps to rebook directly on southwest.com, you can also call Southwest at 800-435-9792 to book:
1. Obtain original Southwest Airlines confirmation number
   • Confirmation number can be found on your original Fox Einvoice or by contacting Becky Kopidlansky (bkopidlansky@uwsa.edu).
2. Visit → https://www.southwest.com/
3. Select Desired flights and enter all passenger data
4. Click on ‘Apply Travel Funds, LUV Vouchers, and Gif Cards’ drop-down menu
   • Fill in applicable information in the Travel Funds tab, then click ‘Apply Funds’
5. The amount of your credit will be deducted from the total cost of your ticket.

All other carriers

If you have attempted to work directly with the airline and are having problems or the airline will not assist with an agency issued ticket, please submit a request to Fox World Travel. A Fox agent will review the request and contact you to assist with the booking.