

Open Ticket Credit Guidance

Action Item: Utilize any open ticket credits on file before the July 1st, 2024, transition. Travel Incorporated will only support unused open ticket credits until October 1st, 2024, at which point there will be no method to recover any funds or apply to a future flight.

Disclaimer: Airline fare rules and regulations are very nuanced and specific. The guidance provided applies in most cases. However, each individual ticket may have additional rules or restrictions.

Background:

Most of the University's open ticket credits are on the four main US carriers: Delta, United, Southwest, and American. The University of Wisconsin System has contracts with Delta, United, and Southwest that allow for some limited flexibility in open ticket application.

International carriers have much more restrictive policies. In general, the open ticket value can only be used by the traveler named on the original ticket. Specific policies must be verified for each individual international ticket by our contracted travel management company.

When in doubt, contact the contracted travel management company that initially issued the ticket to request the rules of the specific open ticket in question.

There are two types of tickets that could result in open ticket value:

- Electronic Ticket (e-ticket) – Travel agency open ticket from a flight itinerary that was cancelled.
- Credit Voucher/MCO – Residual credit on American, Delta, or Southwest.
 - Occurs when an open electronic ticket is exchanged, and the value of the new ticket is less than the value of the open ticket credit. Results in a voucher for the remaining residual amount being issued.
 - Concur will not automatically apply to a new booking, there is a note in Concur to call the contracted travel management company.

Please review the chart below for overview information on the University's contracted carriers and their open ticket policies. **It is always easiest for the traveler named on the original ticket to use the open ticket credit.** This is not always practical. If the original traveler cannot use the credit, please refer to this chart to determine if there are alternative options available.

Airline	Credit Expiration	Name change options for Electronic Open Ticket	Name change options for Credit Voucher/MCOs	Refund options for non-refundable tickets
Delta	Travel must be completed within one year of original issue date.	<p>Delta applies a \$100 name change administrative fee to the value of the open ticket.</p> <p>The University contract does have an allotment of a limited amount of free name changes per quarter. When booking a new ticket, inquire with the travel consultant if any fee waiver credits are available.</p>	<p>The University contract allows for unlimited, free name changes on credit vouchers/MCOs.</p> <p>The new ticket must be equal to or higher in value. If lower in value, residual balance is forfeited.</p>	No options for refund.
United	Travel must start on or before one year of original issue date.	The University contract allows for unlimited, free name changes.	<p>N/A</p> <p>United does not allow credit vouchers/MCOs.</p>	<p>Refund with penalty allowed.</p> <p>See below for additional information.</p>
American	Travel must start on or before one year of original issue date.	Name changes are not allowed.	Name changes are not allowed.	No options for refund.

Southwest	<p>Travel must start on or before one year of original issue date.</p> <p>Upon expiration, traveler will receive an email that a voucher has been issued. Traveler will need to specifically request agent apply voucher.</p>	<p>The University contract has an allotment of points to use for name changes. Contact your campus travel manager for assistance.</p>	<p>Name changes are not allowed.</p>	<p>The University contract has an allotment of points to use for refunds for Electronic Tickets only. No refunds for Credit Vouchers/MCOs. Contact your campus travel manager for assistance.</p>
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Process for requesting a name change with the travel agency for Delta and United open unused tickets

- Contact the designated travel agency to make a new booking.
- Advise you would like to purchase a new ticket using an open unused ticket in someone else's name.
- Department/new traveler must provide the name and ticket number of the original ticket when calling/emailing, to aid in locating the correct unused ticket to exchange.
 - **Ticket Number:**
 - **Ticket Value:**
 - **Ticket Expiration:**
 - **Original Name on Ticket:**
- Campus/Department/New Traveler will provide all the information for the **new** traveler/ticket being booked. The new traveler can be an employee, guest, or student.
- **Important information**
 - These reservations CAN NOT be done in Concur, they must be made through the designated travel agency
 - Unused ticket credits for non-employees cannot be transferred to or housed in an employee profile.
 - The name change occurs at the time the new ticket is purchased. There is no way to transfer a ticket/value to someone new in advance of purchasing the new ticket.
 - If a different funding source is utilized for the new ticket an internal fund transfer would need to be completed to credit the initial funding source and debit the correct funding source for the new ticket.

Process for requesting a United ticket refund.

- United Airlines will allow a wholly-unused open electronic ticket with a point of origin in the United States to be refunded minus the cancellation fee outline in the chart below.
- Contact the designated travel agency to request a refund. Your campus travel manager can also assist.
- Department/new traveler must provide the name and ticket number of the original ticket when calling/emailing, to aid in locating the correct ticket to refund.
 - **Ticket Number:**
 - **Ticket Value:**
 - **Ticket Expiration:**
 - **Original Name on Ticket:**
- Ticket value will be refunded to the **original form-of-payment** less the cancellation fee. Please note the original forms of payment may include purchasing cards, My Corporate Cards, and personal credit cards.
 - **Purchasing Cards:** Credits will need to be reconciled and allocated to the same funding as the original ticket. Credits will post to closed accounts. If a cardholder is no longer available to reconcile the transaction, a Proxy Reconciler or a Program Administrator may verify on their behalf.
 - **My Corporate Cards:** Please contact your campus card/finance office to request a check from U.S. Bank once credit has been issued to a My Corporate Card. Please provide original funding string for the check deposit.
 - **Personal Credit Cards:** If paid by a personal credit card, requesting a refund may get a little tricky depending on if the cardholder is an employee, former employee or non-employee. If the cardholder has previously been reimbursed for the cost of the original ticket, the unit will be responsible for obtaining a personal check from the credit recipient to reimburse the UW. Checks should be deposited to the original funding source via the Check Deposit Form.

Cancel Fee

The cancel fee is based on the destination, and fare type.

Destination	Fare type	Cancel fee (USD)
U.S.** , Canada, Mexico, Caribbean, Central America **Includes 50 U.S., Puerto Rico, U.S. Virgin Islands Excludes Guam	Standard Economy Premium Economy Premium cabin	\$125
Other international Includes: Guam and Hong Kong Excludes: All other China destinations	Standard Economy	\$250
	Premium Economy	\$375
	Premium Cabin (Includes discounted fare with fare basis code beginning with Economy booking letter)	\$500