

## Applying an unused ticket credit for a new reservation

Note that these instructions are only valid for employees utilizing their own unused ticket credits from their own cancelled trips. For instructions on utilizing unused tickets for other employees, students, guests, name transfers, etc. please consult the [Unused Ticket Credit Guidance](#).

Fox World Travel agents are available to assist in reviewing unused tickets on file, applying to new reservations, and any other questions. You may also contact your Campus Travel Manger for assistance.

## Fox World Travel Contact Information

[608.710.4172](tel:608.710.4172)

[844.630.3853](tel:844.630.3853)

[uwtravel@foxworldtravel.com](mailto:uwtravel@foxworldtravel.com)

Fox World Travel Standard Business Hours

Monday - Friday 7:00am - 7:30pm CT

Emails are not responded to outside Fox World Travel standard business hours.  
Additional fees will apply if calling outside of standard business hours.

# Booking a new ticket in Concur utilizing an unused ticket credit

1. Make sure you see the unused ticket in Concur. This can be viewed in two places. See below.

Main Concur landing page:

The screenshot shows the SAP Concur main landing page. A modal window titled 'Unused Tickets' is open, displaying a table of unused ticket credits. Below the modal, a notification banner states 'You have unused tickets' with a 'View All' link. A red arrow points from the notification banner to the modal window. Text to the right of the arrow explains that this alert displays if a traveler has unused ticket credits on file, and clicking 'View All' opens the modal to show all available credits.

Carrier	Ticket Number	Credit	Expiration Date	Notes
American Airlines	7229366162	\$561.40	12/31/2025	2GO3
DELTA	7140117351	\$248.72	09/23/2025	2GO3
DELTA	7140117383	\$176.20	09/23/2025	2GO3
Aer Lingus	7230813904	\$958.11	02/11/2026	2GO3
American Airlines	8999962382	\$358.10	09/16/2026	2GO3

**Unused Tickets**

You have unused tickets [View All](#)

If the traveler has unused ticket credits on file, this alert will display on the main Concur page.

Click "View All" and the box above will open and display all available credits for that traveler.

Concur traveler profile:

## Unused Tickets

You have the following unused tickets in the reservation system.


Carrier	Ticket Number	Credit	Expiration Date	Notes
American Airlines	001 7229366162	USD561.40	12/31/2025	2GO3
DELTA	006 7140117351	USD248.72	09/23/2025	2GO3
DELTA	006 7140117383	USD176.20	09/23/2025	2GO3
Aer Lingus	053 7230813904	USD958.11	02/11/2026	2GO3
American Airlines	001 8999962382	USD358.10	09/16/2026	2GO3

2. Once confirmed that the unused ticket credit is in Concur, book the new reservation as usual.

- a. **IMPORTANT NOTE: There is no place in Concur to select to use an unused ticket credit. Book the new reservation as normal.**
- 3. When the booking is completed in Concur, the new reservation will be sent to Fox to be fulfilled.
- 4. Fox World Travel automation will review if there are any valid unused ticket credits that can be applied to the new reservation. If there are, the unused ticket credit will automatically be applied to the new reservation.
  - a. **IMPORTANT NOTE:** On some airlines, such as United, the new ticket should be equal or greater than the unused ticket credit. They do not issue additional residual unused ticket credit.
    - i. In these cases, Fox automation will not automatically apply the unused ticket credit on file if the new ticket value is less than the unused ticket credit on file.
    - ii. If the travel booker doesn't care about losing the difference they must specifically advise Fox World Travel they want to utilize the credit by contacting Fox via phone or email.
    - iii. Restating again, on some airlines, most common is United, if the new ticket is less value than the unused ticket credit on file, the difference will be lost.
- 5. Within approximately 15 minutes of completing the reservation in Concur, the traveler/travel booker should receive an email invoice itinerary from Fox World Travel. This will reflect any unused tickets that were applied to the new reservation. See below.

## Example 1: Normal Fox World Travel invoice itinerary

**NO** unused ticket credit was applied.

Expense Summary 		
	Ticket No. 0167395458324	\$351.42
	Invoice No. 529302336	USD
	United Airlines	
	Visa *****7787	
	Invoice No. 8900898057699	\$6.00
	Service Fee	USD
	Visa *****7787	

## Example 2: Unused ticket credit on file was applied

The value of the unused ticket credit was greater than the value of the new ticket, creating a new residual unused ticket credit. (Again, note that some airlines such as United don't allow this and the difference would be lost.)

Expense Summary		
<b>Nothing</b> was charged for this ticket. <b>New ticket value</b> was less than the <b>unused ticket on file</b> , so another residual <b>unused ticket credit</b> was created.	Ticket No. 0067397034536	\$ 0.00
	Invoice No. 533502771	USD
	Delta Air Lines	
	American Express *****1005	
	New Ticket Value: \$ 673.75	
	EXCHANGE: Orig. Ticket: 7232354404	
EXCHANGE: Orig. Value \$ 703.25		
Remaining Airline Credit: \$ 29.50		
MCO Number: 0068990608637		
<hr/>		
	Invoice No. 8900898291787	\$31.50
	Service Fee	USD

## Example 3: Unused ticket credit on file was applied

The value of the unused ticket credit was less than the value of the new ticket.

Expense Summary		
<b>\$71.61</b> was charged for this new ticket. <b>New ticket value</b> was more than the <b>unused ticket on file.</b>	Ticket No. 0167397053473	\$ 71.61
	Invoice No. 533600475	USD
	United Airlines	
	Visa *****2763	
	New Ticket Value: \$ 691.60	
	EXCHANGE: Orig. Ticket: 7396586531	
	EXCHANGE: Orig. Value \$ 619.99	
<hr/>		
	Invoice No. 8900898294793	\$6.00
	Service Fee	USD
	Visa *****2763	

## Troubleshooting if unused ticket credit was not applied

If the Fox World Travel invoice itinerary does not reflect an unused ticket being applied, and the booker believes there was an error, Fox World Travel must be contacted via phone or email to investigate.

- a. **IMPORTANT NOTE:** Tickets may only be voided and reissued within 24 hours of original ticket issuance, or on the same calendar day if an unused ticket is applied. After these time periods, tickets can't be changed without penalties and/or additional airline rules.

Alternatively, you may always call Fox World Travel and provide them with the ticket number to use the credit for a new booking.