Exchange your Unused Tickets

**Purpose:** When booking travel through Concur, canceled nonrefundable tickets may be listed on your profile and may be used as a credit towards future airfare. This can only be done for tickets booked through Concur and restrictions may apply.

**Traditional Exchange**

While navigating Concur Travel, you may be alerted to unused tickets associated with your profile:

![Alerts](image)

Clicking on the hyperlink will direct you to any unused tickets in the Concur Travel system. Users may also navigate to their Concur profile and look under the “Travel Preferences” section. Users can review the Carrier, Credit amount, and Expiration Date for specific information.

![Unused Tickets](image)

When searching for available flights, if Flight Search Results (example below) meets the requirements for an unused ticket, an option of “Unused tickets available” is indicated by an additional row under the airline carrier’s column.

![Flight Search Results](image)
The “Unused tickets available” will also appear when looking at the details page of each fare option as seen below:

![Fare Details Table]

Traditional carrier bookings do not need to specify that an unused ticket be used on your new reservation. As long as the selected fare meets the requirements of an unused ticket, the credit will be applied by a World Travel Service agent once the transaction is complete and they receive your reservation. **The reservation is not complete until you receive confirmation that the flight is booked.**

**Non-Traditional Exchange (Southwest Airlines, et. al.)**

Non-Traditional airline reservations (Southwest) can vary depending on how the reservation is cancelled:

- **Scenario 1:** If a reservation is cancelled in Concur or with a World Travel Service agent the credit will automatically be added to the user’s profile
- **Scenario 2:** If cancelled directly with the airline (Southwest) the credit will need to be added to the user’s profile by using the “Add Ticket Credit” function under the ticket credits area before it can be applied to a future reservation see below:

![Southwest Ticket Credits]

Once a credit is available based on the above scenarios, when booking with the carrier you will need to select the credit and apply it to the new booking on the Review and Reserve Flight page.

![APPLY TICKET CREDIT]

The credit must be selected as an option before booking in order to apply to the new reservation. However, the reservation will not be fully processed until you have reached the final booking page. The final booking page provides
details on the Total Estimated Cost and can verify the applied credit and any amount charged to any additional method of payment.

![Total Estimated Cost Table]

Your credit will be applied by a World Travel Service agent once you complete your transaction and they receive your reservation. **The reservation is not complete until you receive confirmation that the flight is booked.**

### Changing an Existing Reservation

Flights booked through Concur can be modified through Concur as long as the trip has not already occurred or is currently happening.

Changes during active travel can be coordinated with World Travel Services via their normal business hours, or after hours emergency line. Please see Concur Travel page for information on their available services and fees.

Concur Travel - [https://controller.vpfa.fsu.edu/concur/travel](https://controller.vpfa.fsu.edu/concur/travel)

Once logged in to Concur, navigate to Travel and find your active reservations under My Trips or Upcoming Trips, click on the trip name.

![My Trips](image)

This will direct you to the travel details page, and you should notice a “Change” link in the upper right hand corner for the flight portion of your travel.
A popup for an option to “Change Flight” should appear. Ensure that you have selected the correct flight and select all the flight segments that need to change by using the check box next to each segment. Update the departure and arrival cities, dates, and times as necessary.

Click “Search” and options for the airline currently booked on, will be returned. If no options are available, return to search and try different criteria. Options for other airlines will not be returned as they are not interchangeable between carriers. Select your new departure and returns (if applicable). When ready, using “Get Price” will calculate the total price of the exchange based on any applicable fees and current global rates.
Before proceeding forward with the next steps verify that the exchange details match specified preferences. If you would like to continue with the ticket exchange, click “Purchase New Flights”. **You must “Cancel Flight Exchange” if you do not want to proceed forward with the exchange.**

You will then be redirected to the Travel Details page to review the new flights and itinerary for accuracy. Once ready, click on “Next” to navigate to the Trip Confirmation page.
Complete any required fields and click on “Finish” to update booking with World Travel.

World Travel Service will contact the traveler to resolve any issues prior to final confirmation. The reservation is not complete until you receive confirmation that the flight is booked.
Exchange Restrictions

There are restrictions where an exchange in Concur may not be possible. These include the following:

- Itineraries with multiple carriers
- Any portion of the ticket has been used/changed/checked-in
- Record has more than 4 segments
- The cost of the exchange is higher than purchasing a new ticket
- You are booked for travel on an instant purchase carrier (i.e. Allegiant, JetBlue, etc.)
- Trip is for a foreign destination
- Your trip is for multiple destinations
- Your trip was not originally booked online via Concur Travel
- The credit card address does not match the standards stated in the profile (billing address no longer than 30 characters)
- The street address is entered on more than one line or special characters were used in address
- The name on your frequent flyer account and the name listed in your Concur profile do not match exactly

Contact a World Travel full service agent for assistance with your exchange in any of these situations.

**Please refer to Concur Travel page for information on receiving assistance and any associated fees.**

Concur Travel - [https://controller.vpfa.fsu.edu/concur/travel](https://controller.vpfa.fsu.edu/concur/travel)