

Reconciling Airfare with an Unused Ticket Credit

When a trip is cancelled and a full unused ticket credit is issued for the airfare, the following steps need to be taken to reconcile that charge to the correct funding.

1. Create and submit an expense report (ER) for any reimbursable expenses (excluding airfare) that need to be reconciled including any change/cancellation fees for the airfare.
2. Create but do not submit a dummy ER for the airfare. This ER will need to be postdated 10 months (in the Report Header) into the future.
 - a. Assigning the airfare charge to an ER will prevent reminders from Concur for an unassigned card transaction.
 - b. Postdating the ER will prevent any immediate reminders from Concur that an ER for a completed trip needs to be submitted.
3. Once the unused ticket credit is used for a new trip, the airfare expense needs to be moved off the dummy ER (old trip) and moved to the new ER (new trip). The dummy ER can then be deleted.
4. Once the new trip is completed, assign the remaining expenses and submit the ER. The airfare will now be charged to the funding associated to the trip to which it was applied.

When a trip is completed, but partial changes/cancellations resulted in a partial unused ticket credit, the following steps need to be taken to reconcile the charges, but **ONLY** if the trip is paid on restricted funds.

1. Create an ER for the completed trip and include the airfare expense.
2. Allocate the airfare expense
 - a. The amount used for the completed trip is allocated to the trip funding.
 - b. The amount received in an unused ticket credit must be allocated to a department fund one.
3. Once the partial credit is used, add the airfare to the new trip's ER.
4. Itemize the airfare expense
 - a. The credit amount is itemized to the fund one as a negative charge
 - b. The full airfare cost (pre-credit) is itemized to the trip's restricted fund
 - c. If the new trip is paid on the same department fund one to which it was previously allocated, then no itemizations are needed. The airfare can be expensed as is.
 - d. If the new trip did NOT result in additional airfare costs (i.e. the credit covered the full cost of the airfare), then a JV needs to be processed to move the airfare from the fund one to the trip's restricted fund.

Hot Tip: You will find unused ticket credits under Alerts on the main page of the traveler's Concur account.