Unused Ticket Credit Management
-User Instructions-

Unused ticket credits (UTCs) are generated when a non-refundable airline reservation is booked, paid for, and then later cancelled. These credits are automatically issued at time of change/cancellation and are generally the value of the ticket, less any applicable change fee and/or penalty (depending on the airline). The travel agency, CI Azumano, tracks these credits to help ensure they are applied to newly reserved airline reservations before they expire and lose their value.

On the 18th of each month, subscribed travel contacts (Manager Contact/Travel Coordinator/Accounting Contact) on file with the Statewide Travel Program (STP) will receive an automated "Unused Tickets" email from CI Azumano. The "Unused Tickets" email will contain a spreadsheet with a complete list of all UTCs and Miscellaneous Change Orders (MCOs) for all airlines. If the Unused Tickets report received is blank, the agency does not have any UTCs or MCOs that will expire within the next twelve (12) months.

MCOs are a leftover value from a prior exchange. For example, an original ticket was $200 and the exchanged ticket was $150, the difference is $200-$150 = $50, which would then be a residual credit (or MCO) held with the travel agency.

It is the responsibility of each agency travel contact to monitor and manage the monthly Unused Tickets report to ensure the airline credits are used before the listed "Expiry Date."

[SAMPLE EMAIL FROM TRAVEL AGENCY]

To whom it may concern:

Please find the attached file containing the **State of CA UnUsed Ticket Report**.

SAMPLE

Report Details:

Parameter Name	Parameter Value
Customer Name	General Services, Department of
Customer Number	4446206
End Date	2024-05-17

If you have any questions, do not hesitate to contact us at careports@ciazumano.com.

Note: Your report may not contain any data, if your agency did not have any activities.

Regards

CI Azumano Reporting Team

To subscribe to the monthly "Unused Tickets" report distribution, please email a request to StatewideTravelProgram@dgs.ca.gov. Subscribers should be limited to only Travel Managers, Travel Coordinators and any Accounting staff that manage travel tasks. Agency staff that are not tasked with managing UTCs should not have access to this report.

If you are aware a UTC exists but did not receive the monthly UTC report, please email StatewideTravelProgram@dgs.ca.gov for assistance.

[SAMPLE "UNUSED TICKETS" REPORT]

MCO	Traveler	Account Name	Account Number	Airline Number	Ticket	Airline	Fare Basis Code	Issued Date	Depart Date	Estimated Value Remaining	Invoice #	Inserted Date	Expiry Date	FOP	PNR	Partial	Exchange	Exchange Ticket	Southwest Farecode
N	Last/First/Middle Name	ABC, Department of	4441111	526	8098123409	Southwest Airlines	SLN7P2H,SLN7P2H	04/24/2024	05/01/2024	$362.12	1234567	05/04/2024	04/24/2025	6733	ABC123	N	N		Wanna Get Away
N	Last/First/Middle Name	ABC, Department of	4441111	526	8093333331	Southwest Airlines	MLN7P2H,MLN7P2H	05/06/2024	05/14/2024	$370.96	1234568	05/09/2024	05/06/2025	6733	BCD124	N	N		Wanna Get Away
Y	Last/First/Middle Name	ABC, Department of	4441111	526	8098444426	Southwest Airlines	HLN0P2H,QLN0P2H	04/26/2024	05/01/2024	$518.53	1234569	04/30/2024	04/26/2025	6733	DEF456	N	N		Wanna Get Away
N	Last/First/Middle Name	ABC, Department of	4441111	526	8098695678	Southwest Airlines	MLN3P2H,QLN0P2H	04/17/2024	04/22/2024	$249.10	1234510	04/23/2024	04/17/2025	6733	GHI439	Y	N		Wanna Get Away
Y	Last/First/Middle Name	ABC, Department of	4441111	526	8098811866	Southwest Airlines	MLN3P2H,QLN0P2H	04/24/2024	04/29/2024	$452.26	1234511	05/02/2024	04/24/2025	6733	HIJ732	N	N		Wanna Get Away

As pictured, the "Unused Tickets" report provides agencies with a complete list of valid UTCs and MCOs that **must** be used by the Expiry Date. If a UTC or MCO is not used by or before the Expiry Date, the funds will be forfeited to the respective airline.

"Unused Tickets" report - Columns Defined:

- **MCO (COLUMN A):**
  - N (No) = Credit is not an MCO. Credit is a UTC generated from a flight that was booked, then canceled. Credit must be used to purchase a new flight before the Expiry Date by booking a new flight in Concur.
  - Y (Yes) = Credit is an MCO, which was generated from a flight that was booked, then changed. When there is a cost difference between the original ticket and the changed ticket, CI Azumano generates an MCO.
    - *Note*: MCOs expire on the Expiry Date provided on the "Unused Tickets" report. MCOs must be used to purchase a new flight with a departure date occurring before the Expiry Date by booking a new flight in Concur.

- **TRAVELER (COLUMN B):**
  - Last/First/Middle name of the named traveler the flight was purchased for.

- **ACCOUNT NAME (COLUMN C):**
  - STP/CI Azumano account number and agency name.

- **ACCOUNT NUMBER (COLUMN D):**
  - STP/CI Azumano account number for the agency.

- **AIRLINE NUMBER (COLUMN E):**
  - Numeric code assigned to each airline.
    - Southwest Airlines: 526
    - Delta Airlines: 006
    - United Airlines: 016
    - American Airlines: 001
    - Alaska Airlines: 027
    - JetBlue: 279

- **TICKET (COLUMN F):**
  - The number assigned to the specific flight(s).

- **AIRLINE (COLUMN G):**
  - Name of the airline the UTC belongs to. Reminder, a UTC can only be applied toward the purchase of a new flight on the same airline.

- **FARE BASIS CODE (COLUMN H):**
  - Alphanumeric or alphabetic code that identifies the fare type. For Southwest, the number in the 6th position of the fare code will identify the fare type – see below.

- Example: SLN7P**2**H – the '2' indicates a Wanna Get Away fare

- Example: MLN3P**4**H –the '4' indicates a Wanna Get Away Plus fare

- Example: HLN0P**6**H – the '6' indicates an Anytime fare

- Example: QLN0P**8**H – the '8' indicates a Business Select fare

- **ISSUED DATE (COLUMN I):**
  - Date the original flight was purchased.

- **DEPART DATE (COLUMN J):**
  - Departure date of the original flight.

- **ESTIMATED REMAINING VALUE (COLUMN K):**
  - The value of the UTC or MCO.

- **INVOICE # (COLUMN L):**
  - This number may occasionally appear on the report. To find all invoice numbers, access the traveler's itinerary.

- **INSERTED DATE (COLUMN M):**
  - The date the ticket was added to the UTC database.

- **EXPIRY DATE (COLUMN N):**
  - The date the UTC or MCO will expire. If the UTC or MCO is not applied to a new flight before that date, the funds expire and will be forfeited to the airline.

- **FOP (COLUMN O):**
  - The last 4 digits of the credit card used to purchase the original flight.

- **PNR (PASSENGER NAME RECORD) (COLUMN P):**
  - Booking reference number, also referred to as *Record Locator*.

- **PARTIAL (COLUMN Q):**
  - Y = A portion of the ticket has been flown on; only a partial credit remains.

- **EXCHANGE (COLUMN R):**
  - Ticket is result of a prior exchange.

- **EXCHANGE TICKET (COLUMN S):**
  - Original ticket, if ticket was a result of a prior exchange.

- **SOUTHWEST FARECODE (COLUMN T):**
  - The Southwest fare type of the original ticket.

Unused Ticket Credit Management
-User Instructions-

Monthly Unused Ticket Credit Management
Processes and Procedures

- Sort "Unused Tickets" report by "Expiry Date*."
- Contact the named traveler and their supervisor to inform them of the UTC and inquire if they plan to use the credit before it expires.

NAMED TRAVELER WILL USE CREDIT

1. If the traveler plans to use the UTC prior to the Expiry Date, the traveler or travel arranger can book a new flight in Concur. CI Azumano's mid-office system will automatically apply the credit to the reservation. Or, if agent assistance is needed, a travel agent can be reached at 877-454-8785.
2. *Reminder if speaking with a travel agent*: The traveler or travel arranger must provide the travel agent with the UTC details (First Name, Last Name, PNR, Ticket Number, Airline, Estimated Remaining Value) for the travel agent to apply the credit to the future flight.
3. Each month, monitor the UTC or MCO to ensure it is used by the Expiry Date.

NAMED TRAVELER WILL NOT USE CREDIT

1. If the named traveler will not be using the credit (i.e., retired, transferred out of the department, etc.), and there are no available options to transfer the UTC, please email CI Azumano at Caltravel@ciazumano.com to inquire if the airline is offering any options to transfer the credit to a different traveler. To expedite a response, be sure to provide as many details about the credit in question such as full name of traveler, ticket number, record locator number, estimated remaining value, airline name, etc. A CI Azumano representative will provide a response within five (5) business days.

Effective July 28, 2022, Southwest Airlines eliminated the expiration date on all Southwest Airlines UTCs.

It is the responsibility of each agency travel contact to monitor and manage the monthly Unused Tickets report to ensure the airline credits are used before the listed "Expiry Date." Southwest Airlines UTCs that remain unused upon the Expiry Date will be automatically removed from the Unused Tickets report and from the traveler's Concur account. Further, the UTC will no longer be visible to CI Azumano travel agents. Rather, Southwest Airlines will automatically publish the value of the UTC to the traveler's personal Southwest Airlines Rapid Rewards® account, which can lead to misuse/misappropriation of government funds.

Note, this does not apply to Southwest Airlines MCOs. Southwest Airlines MCOs expire on the Expiry Date listed on the "Unused Tickets" report and are forfeited to the airline at expiration.

Unused Ticket Credit Management
-User Instructions-

Concur – Unused Ticket Credits Displayed in Concur

Named travelers can view their UTCs and MCOs for all airlines in three (3) different places within Concur. UTCs will appear in Concur 24 hours after the flight cancelation.

Display #1:

The traveler must log into their Concur account. On the home page, under ALERTS, a notification will appear that indicates "*You have unused tickets.*" The traveler can click the hyperlink and any available UTCs will appear as a pop-up.
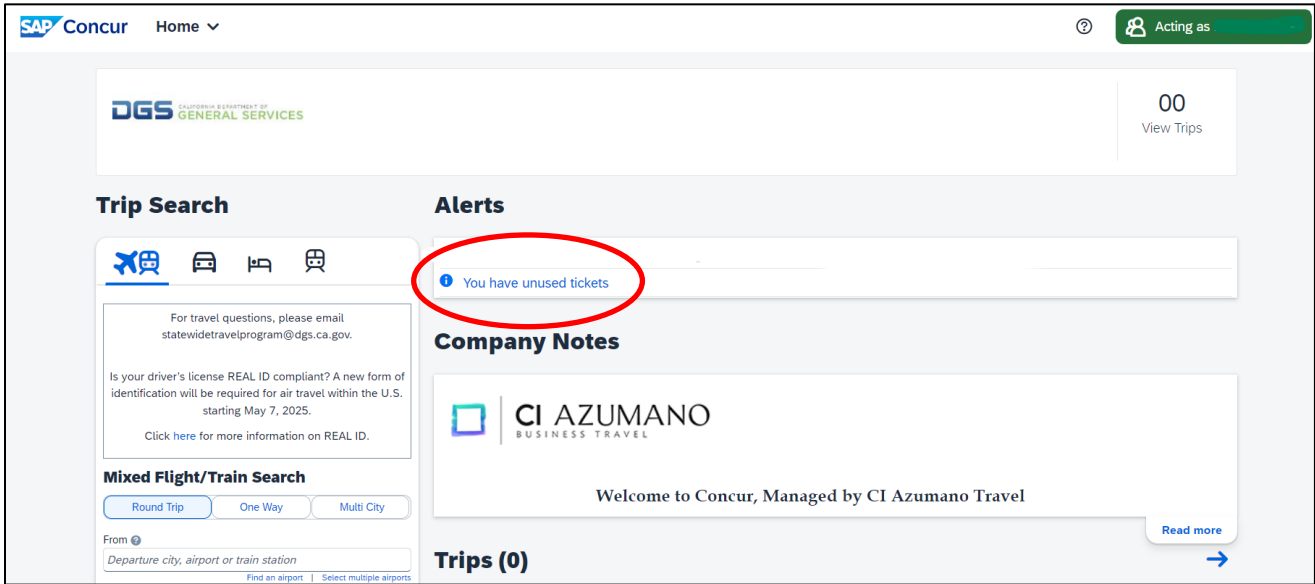
[Pop-up Unused Tickets]

UnusedTickets

Carrier	Ticket Number	Credit	Expiration Date	Notes
Southwest	8098696872	$249.10	04/17/2025	37QB

Display #2:

While logged into Concur, the traveler can also access their Profile and scroll down to the Unused Tickets section. If blank, the traveler does not have a UTC or MCO to use. If a UTC or MCO appears in this section, the traveler must use the UTC or MCO before the listed "Expiration Date."

Unused Tickets

You have the following unused tickets in the reservation system.

Carrier	Ticket Number	Credit	Expiration Date	Notes
Southwest	526 8098696872	USD249.10	04/17/2025	37QB

Unused Ticket Credit Management
-User Instructions-

Display #3:

Travelers can view their available UTCs and MCOs on the bottom row of the flight matrix.

To use any UTC or MCO, the traveler or travel arranger can book a new flight in Concur. CI Azumano's mid-office system will automatically apply the credit to the reservation. Or, if agent assistance is needed, a travel agent can be reached at 877-454-8785. The traveler or travel arranger must provide the travel agent with the UTC or MCO details to apply the credit to the future flight.

Once used, CI Azumano will remove the used UTC or MCO from the traveler's Concur profile within 5-7 business days.

Unused Ticket Credit Management
-User Instructions-

CI Azumano Email Communications

When a ticket is canceled in Concur or with a travel agent, the named traveler and the 'Assistants and Travel Arrangers' listed in their Concur profile will be sent email notifications about the UTC until it is used.

Below is an example of the email the named traveler and the 'Assistants and Travel Arrangers' can expect to receive every thirty (30) days until the UTC is used. The notifications will cease once the UTC/MCO is either used or it expires.

If the named traveler will not be using the credit (i.e., retired, transferred out of the department, etc.), and there are no available options to transfer the UTC, please email CI Azumano at Caltravel@ciazumano.com to inquire if the airline is offering any options to transfer the credit to a different traveler. To expedite a response, be sure to provide as many details about the credit in question such as full name of traveler, ticket number, record locator number, estimated remaining value, airline name, etc. A CI Azumano representative will provide a response within five (5) business days.

From: California Travel <caltravel@ciazumano.com>
Sent: Sunday, April 7, 2024 7:31 AM
To: TRAVELER@CA.GOV
Subject: CI Azumano Travel New Unused E-Ticket Notice for LAST NAME / FIRST NAME

[EXTERNAL EMAIL] This email

CI Azumano Travel

192 Ballard Ct. Virginia Beach, VA 23462

Please do not reply to this email address as it may not be monitored.
To unsubscribe from these notifications, please contact your travel adviser directly.

According to our records there is an outstanding airline ticket/credit that is available for use toward the purchase of a new ticket. Please note that the value remaining on unused ticket/credit number 52612345678 (see details below) will expire in 361 days.

Ticket Number:	52612345678
Passenger:	LAST NAME / FIRST NAME
Account Number:	4444444
Company Name:	AGENCY NAME
PNR Locator:	7ABCDN
Airline:	WN
Invoice Number:	12345
Agent Initials:	FV
Original Air Fare Value:	343.68 *
Segments Open:	All Open
Expiration Date:	Apr 3, 2025 **
Ticket Type	E-Ticket

SAMPLE

* Original Air Fare value amount may not be the current value of the ticket/credit but is representative of the original fare paid. If a portion of the ticket/credit has been used (see *Segments Open*), the residual value must be determined by a CI Azumano Travel travel agent.

** Reservations must be confirmed, ticketed, and (in some cases) travel must be completed prior to the expiration date. Ticket may expire sooner than the expiration date listed due to prior exchange(s).

This is an automated message; please do not reply.

Unused Ticket Credit – Audit & Track Use

[SAMPLE "UNUSED TICKETS" REPORT]

The monthly "Unused Tickets" report provides the agency with a complete list of airline credits on file that must be used by the "Expiry Date." When an airline credit is used or it expires, it will no longer appear in future reports. It is the agency's responsibility to track and verify that each UTC/MCO was used to book a future flight for state or local government business.

MCO	Traveler	Account Name	Account Number	Airline Number	Ticket	Airline	Fare Basis Code	Issued Date	Depart Date	Estimated Value Remaining	Invoice #	Inserted Date	Expiry Date	FOP	PNR	Partial	Exchange	Exchange Ticket	Southwest Farecode
N	Last/First/Middle Name	ABC, Department of	4441111	526	8098123409	Southwest Airlines	SLN7P2H,SLN7P2H	04/24/2024	05/01/2024	$362.12	1234567	05/04/2024	04/24/2025	6733	ABC123	N	N		Wanna Get Away
N	Last/First/Middle Name	ABC, Department of	4441111	526	8093333331	Southwest Airlines	MLN7P2H,MLN7P2H	05/06/2024	05/14/2024	$370.96	1234568	05/09/2024	05/06/2025	6733	BCD124	N	N		Wanna Get Away
Y	Last/First/Middle Name	ABC, Department of	4441111	526	8098444426	Southwest Airlines	HLN0P2H,QLN0P2H	04/26/2024	05/01/2024	$518.53	1234569	04/30/2024	04/26/2025	6733	DEF456	N	N		Wanna Get Away
N	Last/First/Middle Name	ABC, Department of	4441111	526	8098695678	Southwest Airlines	MLN3P2H,QLN0P2H	04/17/2024	04/22/2024	$249.10	1234510	04/23/2024	04/17/2025	6733	GHI439	Y	N		Wanna Get Away
Y	Last/First/Middle Name	ABC, Department of	4441111	526	8098811866	Southwest Airlines	MLN3P2H,QLN0P2H	04/24/2024	04/29/2024	$452.26	1234511	05/02/2024	04/24/2025	6733	HIJ732	N	N		Wanna Get Away

Track Airline Credit Usage:

1. Open the current and previous months' "Unused Tickets" reports.
2. Compare reports and identify the travelers for UTCs and MCOs appearing on the previous month's report but are now missing from the current report.
3. If a UTC/MCO appears in a monthly report but not in a subsequent monthly report, then the credit was used by the traveler.
4. To confirm this, look at the traveler's recent or upcoming itineraries to identify which reservation the credit was applied to. Below is what the credit usage will look like.

```
Southwest Airlines ETicket Number: 5268098796540

Ticket Amount:              $381.47 USD
Form Of Payment:            Credit Card VI7347
Invoice Number:             000045261
Ticketing Date:             01/01/2025

- - - - - - - - - - - - - - - - - - - - - - - - - - - - - -
Exchange Type:              Even
Old Ticket Value:           $0.00 USD
Penalty Fee:                $0.00 USD
Prior Ticket:               5268098528642


Total Invoice Amount: $0.00 USD
```

Unused Ticket Credit Management
-User Instructions-

Expired Unused Ticket Report

On the 18th of each month, if a UTC or MCO expired within the past 30 days, the subscribed travel contacts (Manager Contact/Travel Coordinator/Accounting Contact) on file with STP will receive an automated email from Careports@ciazumano.com containing the "Expired Unused Ticket(s)" report.

The Expired Unused Ticket(s) report will list all credits that remained unused, expired, and forfeited to the airline during that period. If the Expired Unused Tickets report is blank, the agency does not have any credits that expired during the past thirty (30) days.

It is the responsibility of each agency travel contact to monitor and manage the monthly Expired Unused Ticket report to ensure the agency is aware of the loss of government funds to the airlines for not using the UTC or MCO.

To whom it may concern:

Please find the attached file containing the **State of CA Expired UnUsed Ticket(s)**.

Report Details:

SAMPLE

Parameter Name	Parameter Value
Customer Name	General Services, Department of
Customer Number	4446206
End Date	2024-05-17

If you have any questions, do not hesitate to contact us at careports@ciazumano.com.

Note: Your report may not contain any data, if your agency do not have any Expired Unused Ticket(s).

Regards

CI Azumano Reporting Team