

Concur Travel: Unused Tickets

Concur Travel Profile

Once unused tickets have been loaded, users/ arrangers will be able to see tickets in the user's profile:

Unused Tickets				
You have the following unused tickets in the reservation system.				
Carrier	Ticket Number	Credit	Expiration Date	Notes
American Airlines	001 0123456789	USD560.55	05/04/2016	This is a test.

Concur Home Page

Users/ Arrangers will also see a message under **Alerts** upon login.

The screenshot shows the Concur Home Page interface. At the top, there is a navigation bar with 'CONCUR' and menu items: 'Travel', 'Approvals', 'Reporting', and 'App Center'. Below the navigation bar, the user is greeted with 'Hello, Barry'. The main content area is divided into two sections: 'TRIP SEARCH' and 'ALERTS'. The 'TRIP SEARCH' section includes options for 'Booking for myself' or 'Book for a guest', and icons for different travel modes (airplane, car, train, clock). The 'ALERTS' section contains several notifications: 'Triptit creates instant mobile itineraries for business and personal trips. Simply connect your Concur account to Triptit. Connect to Triptit No thanks', 'You haven't signed up to receive e-receipts. Sign up here', and 'You have unused tickets' (highlighted with a red box).

Shop by Price of Flex Faring

The samples shown here are for Shop by Price. Flex faring is similar.

Users/ Arrangers will see the flight matrix updated to include a new row indicating the airline with which they have an unused ticket.

All 151 results	American Airlines	Delta	United	Amtrak Regional	Multiple
	Most Preferred	Preferred	Preferred		
Nonstop 46 results	295.20 6 results	—	218.20 16 results	54.00 4 results	218.20 20 results
1 stop 96 results	—	284.20 24 results	—	—	280.70 72 results
2 stops 9 results	406.70 3 results	—	—	—	388.20 6 results
Unused tickets available 1 tickets	—	—	1 tickets	—	—

If the user/ arranger clicks **Show details** for the applicable airline's flight option(s), they will see that an unused ticket exists.

The screenshot shows a flight booking interface for United. The flight is from St. Louis, MO to Chicago, IL on Tuesday, Sep 13, and the return is from Chicago, IL to St. Louis, MO on Wednesday, Sep 14. The fare is \$218.20. A red box highlights the link "Unused tickets available?".

Carrier	Ticket Number	Credit	Expiration Date	Notes
UNITED	1234567890	\$400.00	08/05/2016	This is a sample record

Additional detail appears if the user/ arranger clicks the **Unused tickets available**

The modal window displays the following information:

Carrier	Ticket Number	Credit	Expiration Date	Notes
UNITED	1234567890	\$400.00	08/05/2016	This is a sample record

For Concur Travel technical questions please refer to the help menu in Concur or contact Christopherson's Online Support.

Office Hours: 8:00 AM – 7:00 PM Central, Monday - Friday

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