

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 with a navigation bar at the top containing 'CONCUR', 'Travel', 'Approvals', 'Reporting', and 'App Center'. Below the navigation bar is the Concur logo and a greeting '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', icons for different travel modes (airplane, car, train, clock), and a search bar with the text 'Search with confidence!'. The 'ALERTS' section contains several messages: 'Triplt creates instant mobile itineraries for business and personal trips. Simply connect your Concur account to Triplt. [Connect to Triplt] No thanks', 'You haven't signed up to receive e-receipts. Sign up here', and 'You have unused tickets' which is 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.

	American Airlines	Delta	United	Amtrak Regional	Multiple
All 151 results	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.

United 11:30a STL → 12:51p ORD Nonstop 1h 21m
12:25p ORD → 01:50p STL Nonstop 1h 25m \$218.20

Preferred Vendor [Hide all details ^](#)

DEPART ✈ Tue, Sep 13 – St. Louis, MO to Chicago, IL [Hide details ^](#)

Tue, Sep 13 11:30a STL → 12:51p ORD 1h 21m United #2041
[View seats](#) / Economy (S) / Boeing 737-800

RETURN ✈ Wed, Sep 14 – Chicago, IL to St. Louis, MO [Hide details ^](#)

Wed, Sep 14 12:25p ORD → 01:50p STL 1h 25m United #2017
[View seats](#) / Economy (S) / Airbus Industrie A319

Fare Details Free Checked Bags Refundable Policy

Economy (S) 0 No \$218.20
[Rules / Fare Details](#)

Unused tickets available

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

DEPART ✈ Tue, Sep 13 – St. Louis, MO to Chicago, IL

Unused tickets available -- United

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

Online Support: 888-535-0179

Email: onlinesupport@cbtravel.com