

Unused Ticket Processing

Purpose

To notify departments of any unused tickets purchased through the state contracted travel agencies (Anthony Travel or Corporate Travel) and assist in the application of these credits for official UTEP travel.

Policy

This procedure is issued in accordance with The University of Texas at El Paso (UTEP) [Travel Policy](#) (Handbook of Operating Procedures, Section VII, Chapter 6).

As required by the UT Systemwide contracts, official UTEP travel arrangements funded by the University must be made through the University contracted travel agency, Anthony Travel, Inc (ATI). All airline reservations must comply with the Texas State Comptroller of Public Accounts' service contract fares based on the travel guidelines published on the TexTravel guide. University contracted travel agencies and their online booking tool comply with the Comptrollers' service contract fares and state regulations.

Procedures

Booking airfare through Anthony Travel provides the added benefit of proactive monitoring and management of unused airline tickets. Through centralized tracking and reporting, Anthony Travel helps identify available credits, facilitates timely reallocation to other UTEP travelers when permitted, and pursues refunds when applicable, significantly reducing the risk of financial loss from canceled or unused flights.

Monitoring of Unused Tickets/Credits

Travelers/travel arrangers will receive email auto-notifications regarding the unused ticket credits and will be given time to respond to Anthony Travel with a request to apply the ticket to future travel for the original traveler or another traveler within the department if transferrable.

Reallocation of Unused Tickets (30-Day Threshold)

Thirty (30) days before the ticket/credit expires, Anthony Travel will be allowed to apply the ticket to any UTEP traveler either in the same department or different department if the ticket is transferrable.

Refund Processing (10-Day Threshold)

Ten (10) days before the ticket/credit expires, Anthony Travel will attempt to process a refund if allowed per airline policy.

Departments are responsible for any fees associated with flight cancellations, including airline-imposed change or cancellation penalties, in accordance with applicable fare rules and University travel guidelines. Disbursements and Travel Services will charge applicable cancellation fees back to the department through the Interdepartmental Transfer (IDT) process in accordance with University financial procedures.

Applicability

This applies to all University faculty, staff, students and guests traveling on official UTEP travel/business.

Responsible Party

Comptroller
Handbook of Operating Procedures (HOP) [Section 7 Chapter 6: Travel Policy](#)