

HOW TO MANAGE UNUSED AIR TICKETS

4 ways you can manage unused air tickets, maximize spend and generate savings

Managing unused air tickets and spend isn't easy, but it is achievable. Here's what you can do to make sure few or no unused tickets are left behind.

1

Review your unused air ticket inventory.

First, figure out how many unused tickets need to be managed. BCD's program managers provide North America-based clients with regular reports on unused ticket inventory. Outside of North America, we deploy other systems and processes to help manage clients' unused ticket spend.



2

Understand your options for managing unused air tickets.

Find out if your preferred carrier is willing to directly refund ticket costs. With your preferred carrier, explore whether unused air tickets can be converted into credits via UATP (Universal Airline Travel Plan) cards. If you're a BCD client, take advantage of the Electronic Ticket Recycling Program (ETRP), which matches expiring unused tickets to an upcoming trip for another traveler using name change waivers. For BCD clients, this option applies to unused tickets within the NRT database for those specific carriers who allow us to do name changes.

Customers who opted out of the above options or who are outside of North America can still rely on our help to recover and use funds where policies, processes and systems allow.

3

Consider adding name changes and allowances to preferred agreements directly with airlines.

Sometimes, all it takes is a conversation with potential or existing airlines to secure a waivers and provision to your contract.



4

Educate and inform travelers.

Keeping your travelers informed is key to their experience and to making the most of the unused air ticket inventory. Use internal (intranet, newsletter, social media) and external tools (agents, online booking tools, mobile platforms, including our proprietary [TripSource](#)® platform) to communicate processes related to ticket asset management.



Travel smart. Achieve more.

Get more done with our How-to series for people who work and manage travel.

Questions? Email: move@bcdtravel.com