

UW Unused Ticket Guide



Action plan after July 1

Because UW System is changing travel vendors on July 1, airline industry restrictions would not allow UW System to transfer the unused tickets from one vendor (Fox World Travel) to another (Travel Incorporated). NCAA Athletics and Group Travel will follow a similar process, with more information to come soon.

UW System was able to convert the value of the unused tickets to UATP (Universal Air Travel Plan) prepaid airline cards. This will apply only to unused tickets from Delta, United, American, and Southwest, that are non-athletic related.

This process allows UW System to utilize the \$3M of unused tickets when campuses resume travel without expending new funds to purchase tickets.

BIG 4 DOMESTIC AIRLINES

Delta, United, American and Southwest

If you have an unused ticket credit on file with one of these Airlines, the credit will be transferred onto a Systemwide UATP card (one for each carrier). UW- Madison will have a separate UATP card for each carrier.

DID I LOSE MY TICKET?

The ticket will no longer be tied to your name, however if you book new travel and there is a balance available on the UATP card, your ticket will be charged to the UATP card.

WHAT IF I HAVE A TICKET WITH A DIFFERENT AIRLINE?

Tickets booked with other carriers will stay in the traveler's name and be transferred to the new agency. However, the traveler must call the agency directly to book the new ticket, and it may not be visible in the traveler's Concur profile.

WHAT IF I DON'T BOOK TRAVEL BY THE TIME UATP FUNDS ARE USED UP?

Using the funding that was provided when the original ticket was expensed, a true-up will be done after the UATP card is fully utilized to make departments whole.

