



## Applying Unused Ticket Credits to New Air Reservations

Two weeks ago, CTP began a re-platforming project that effected the booking tool in Concur. There is currently an issue when attempting to apply unused ticket credits to new reservations. Temporarily, if you need to apply an unused ticket credit to a new reservation please follow the directions below. These instructions are also included in the Company Notes box on the Concur home page. Additional notification will go out as soon as the issue has been resolved. Please communicate this to your travelers or anyone else responsible for booking travel.

**\*Please note\*** New flight bookings utilizing unused tickets will need to be temporarily processed offline (outside of Concur). If you're looking to use an unused airline ticket on file, please email your travel request to the CTP agents at the following email address, [TAMUtravel@ctp-travel.com](mailto:TAMUtravel@ctp-travel.com). Please provide the name of the traveler, the unused ticket # that you want to use and the new flights you'd like to book. If your booking is time sensitive, please place **\*URGENT\*** in the subject line, along with the travel date, and your booking will be prioritized.

Please contact [jay.avila@ag.tamu.edu](mailto:jay.avila@ag.tamu.edu) if you have any questions.

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***Note: Please do not reply to this email, as this email address does not accept reply messages.***