Short’s Travel Online (STO) – Unused Tickets

Coming December 09, 2014

Short’s Travel is excited to introduce an enhancement to STO that will further drive cost savings in your travel program. Travelers and travel arrangers will now see unused ticket credits within STO search results to assist them with choosing the best flight. They can also easily request to apply an unused ticket credit toward the new ticket purchase at check-out.

STO Search Results

STO will alert the traveler at the top of search results when unused ticket credits are available.

Each option will indicate UNUSED TKT AVAIL when the flights could qualify for a ticket credit. Hover-over for details.

STO will display credits fully unused tickets (all flight segments for the previous ticket were never traveled).

Our Mission: To enhance the experience of getting there, being there, and coming home.
Applying Unused Ticket Credits at Purchase

When purchasing a ticket, the traveler will see their unused tickets for the airline selected and can request the credit be applied to their online booking. The reservation will be routed to a Travel Consultant. The total trip cost will reflect any Travel Consultant ticketing fees.

The Travel Consultant will validate and apply the ticket credit less any airline exchange fees. After the Travel Consultant has issued the new ticket, the confirmation invoice will reflect the final ticket cost.
Pre-trip Approval

If the reservation requires pre-trip approval, the total cost of the new reservation will be displayed to the Travel Approver. The Travel Approver will see a message on the approval request when the traveler has requested to use an unused ticket credit:

*The traveler has requested we apply an unused ticket credit to this reservation. If the airline rules allow the credit to be applied, the final amount charged will be different than the fare amount shown on this request. The final ticket amount will be reflected on the confirmation invoice.*

**ACCOUNT:**
- **REASON APPROVAL IS REQUIRED:** Requested use of central bill card
- **RESPONSE DUE BY:** Tue, Jun 3, 2014 at 8:00 PM CST
- **TRAVELER(S):** Shorts Travel Management Testing
- **SERVICE(S):** A. AIR
- **RECORD LOCATOR:** L0098Q

You have been identified as an approver for persons using this centrally billed account to purchase travel. Please approve or decline this transaction by clicking the Approve or Deny button below.

**IMPORTANT:** This transaction will not be completed unless approved. Fare is quoted at time of notification and is not guaranteed until this reservation is approved and ticketed.

**UNUSED TICKET CREDIT:** The traveler has requested we apply an unused ticket credit to this reservation. If the airline rules allow the credit to be applied, the final amount charged will be different than the fare amount shown on this request. The final ticket amount will be reflected on the confirmation invoice.

**FLIGHT & CARRIER:**
- **DATE:** 6/23/2014
- **DEPARTURE:** 4:15 AM
  - ORF - DES Moines, IA, US
- **ARRIVAL:** 7:40 AM
  - MDW - Chicago-Midway, IL, US
Confirmation Invoice

After the Travel Consultant has issued the new ticket, the confirmation invoice will reflect the final ticket cost including the original ticket amount, new ticket amount, and airline exchange penalties.

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FindIt – Unused Tickets Search

You can also search external websites and send the flights to Short’s Travel using FindIt®.

The FindIt® email response will indicate when unused ticket credits are available for the requested flight or any alternate flight options. Click “Buy It” to purchase online with Short’s Travel and a Travel Consultant will apply the unused ticket credit.

Original airfare: $244 - Airfare we found: $240 = Savings of $4!

Requested Flight

You have unused ticket credits available for this airline

United

$239.88

BUY IT

ECONOMY

NO REFUNDS
OUT OF POLICY
CONTRACTED

Please select an alternate flight itinerary below.

Alternate Flight Options

You have unused ticket credits available for this airline

Frontier Airlines

$152.93

BUY IT

ECONOMY

How to use FindIt

Watch the Video

Add FindIt to your browser

Chrome, Firefox, or IE 10 or 11