Short’s Travel Online (STO) – Unused Tickets

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

<table>
<thead>
<tr>
<th>Date</th>
<th>Flight</th>
<th>Origin</th>
<th>Destination</th>
<th>Depart</th>
<th>Arrive</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tue, Dec 16</td>
<td>UA 6333</td>
<td>DEN - SLC</td>
<td>8:36A - 10:10A</td>
<td>1h 34m</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wed, Dec 17</td>
<td>UA 6292</td>
<td>SLC - DEN</td>
<td>5:40A - 7:15A</td>
<td>1h 36m</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Please select an alternate flight itinerary below.

Alternate Flight Options

<table>
<thead>
<tr>
<th>Date</th>
<th>Flight</th>
<th>Origin</th>
<th>Destination</th>
<th>Depart</th>
<th>Arrive</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tue, Dec 16</td>
<td>F9 573</td>
<td>DEN - SLC</td>
<td>7:39A - 9:00A</td>
<td>1h 21m</td>
<td></td>
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</tr>
<tr>
<td>Wed, Dec 17</td>
<td>F9 582</td>
<td>SLC - DEN</td>
<td>8:35A - 7:55A</td>
<td>1h 20m</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

How to use FindIt

Watch the Video

Add FindIt to your browser

Chrome, Firefox, or IE 10 or 11