



# Travel Management Services Unused Ticket Management

Hello,

As the COVID-19 pandemic continues, many higher education institutions are making rapid changes to their travel policies. Indeed, I am sure your institution's affected travelers have been evacuated; travel bans have been put in place; and plans for immediate travel have been cancelled. **Yet, what happens next? How do you plan for the future? Specifically, what is your institution's plan for all your unused airline ticket credits?**

Just a couple of questions to consider:

- Do you know your total amount of unused tickets?
- How are you currently tracking their validity and usage?
- What is your plan to maximize redemption – specifically with student travel and faculty/staff who travel infrequently?

Traditionally, unused ticket credits make up roughly 5% of a university's gross airline spend. Due to COVID-19, CTP is seeing the average for our university clients at closer to 15% to 20% which equates to hundreds of thousands of dollars.

If these are new challenges for your institution, we invite you to give us a call to schedule a review of how Corporate Travel Planners (**a preferred E&I partner**) is able to properly and accurately manage our client's unused ticket credits; secure waivers & favors to enhance savings; and create outside the box solutions to maximize redemption.

Please let me know what date and time within the next several weeks works best for a quick 30-minute call.

I look forward to discussing more.

Melissa Guenther

Vice President of Sales

Local: 210-524-3306 | Toll Free: 800-523-9036

Fax: 210-366-9581 | Email: [mguenther@ctptravelservices.com](mailto:mguenther@ctptravelservices.com)